

Town of Sterling  
MUNICIPAL GRIEVANCE PROCEDURE

The Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the Town of Sterling.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Russell M. Gray, First Selectman  
(860) 564-2151  
1183 Plainfield Pike, PO Box 157  
Oneco, CT 06373

Within 15 calendar days after receipt of the complaint, Russell M. Gray will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Russell M. Gray will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Russell M. Gray and offer options for substantive resolution of the complaint.

If the response by Russell M. Gray does not satisfactorily resolve the issue, the complainant and/or his designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to William Sebastian or her designee.

Within 15 calendar days after receipt of the appeal, William Sebastian, or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting with William Sebastian or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Russell M. Gray, appeals to William Sebastian or his designee, and responses from the ADA coordinator and William Sebastian or his designee will be kept by the Town of Sterling for at least three years.

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Date

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Russell M. Gray, First Selectman