



Town of Sterling

Town Hall
1183 Plainfield Pike
P.O. Box 157
Oneco, Connecticut 06373-0157

Assessor: 860-564-3030
Building Official: 860-564-2275
Economic Development: 860-564-4752
Library: 860-564-2692
Recreation: 860-564-2136
Registrar of Voters: 860-564-2654

Revenue Collector: 860-564-7563
Selectmen: 860-564-2904
Town Clerk: 860-564-2657
Treasurer: 860-564-8488
Wetlands Agent: 860-564-2275
Zoning Official: 860-564-2275

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/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Lincoln A. Cooper, First Selectman
(860) 564-2151
1183 Plainfield Pike, PO Box 157
Oneco, CT 06373

Within 15 calendar days after receipt of the complaint, Lincoln A. Cooper will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Lincoln A. Cooper 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 the Town of Sterling and offer options for substantive resolution of the complaint.

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

Date 5/3/21


Lincoln A. Cooper, First Selectman

