



# TOWN OF TRURO

P.O. Box 2030, Truro, MA 02666  
Tel: 508-349-7004 Fax: 508-349-5505

## Town of Truro

### **Complaint and Grievance Procedure under the Americans with Disabilities Act and Section 504 of the Rehabilitation Act**

The Complaint and Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and Section 504 of the Rehabilitation Act of 1973. It may be used by anyone who wishes to file a complaint or grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Truro. The Town of Truro's union/personnel policies govern employment-related complaints of disability discrimination.

The Town of Truro wants to hear concerns and complaints from citizens in order to provide accessible programs, services and activities. A citizen can call with a comment, concern or complaint without filing a formal grievance. A formal grievance can be filed by completing the grievance and complaint form by contacting the ADA Coordinator, Kelly Clark or the designated alternative person.

If the citizen wants to file a formal grievance, grievance procedures and forms are provided. It is preferred that the grievance be in writing and contain information about the alleged discrimination such as name, address and contact information of the grievant. A description of the problem that includes location and date is requested. 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. If additional accommodations are needed, please contact the ADA Coordinator.

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:

Kelly Clark, ADA Coordinator  
Town of Truro  
P.O. Box 2030  
24 Town Hall Road  
Truro, MA 02666  
Email: [ksclark@truro-ma.gov](mailto:ksclark@truro-ma.gov)  
Phone: 508-214-0929  
TTY: By state relay at 7-1-1

Within 15 calendar days after receipt of the complaint, Kelly Clark or her designee will contact the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting Kelly Clark or her designee 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 Truro and offer options for substantive resolution of the complaint.

If the response by Kelly Clark or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the of the response to Town Manager, Rae Ann Palmer, or her designee.

Within 15 calendar days after receipt of the appeal, Town Manager, Rae Ann Palmer, or her designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting Town Manager, Rae Ann Palmer, or her 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 Kelly Clark or her designee, appeals to Town Manager, Rae Ann Palmer, or her designee, and responses from these two offices will be retained by the Town of Truro for at least three years. A copy of the Town of Truro's ADA/504 Self-evaluation and Transition Plan is available from the ADA Coordinator.



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## Americans with Disabilities Act Section 504 of the Rehabilitation Act of 1973 Grievance Form

Instructions: Please fill out this form completely. A printed or typed response is recommended. Sign and return to the address on last page by email, fax, mail or in person. If you need an accommodation to complete or submit this form, please contact the ADA Coordinator as indicated on this form.

1. Complainant: \_\_\_\_\_

Address: \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_ Business: \_\_\_\_\_

2. Person Discriminated Against: (if other than the complainant): \_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_

Telephone: Home: \_\_\_\_\_ Business: \_\_\_\_\_

3. Department or person which you believe has discriminated (if known):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

When did the discrimination occur? Date: \_\_\_\_\_

4. Describe the acts of discrimination providing the name(s) where possible of the individuals who discriminated:

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5. Have efforts been made to resolve this complaint? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes: what efforts have been taken and what is the status of the grievance?

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6. Has the complaint been filed with another bureau, such as the Department of Justice or any other Federal, State, or local civil rights agency or court? Yes\_\_\_\_\_ No\_\_\_\_\_

If yes:

Agency or Court: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, and Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Date Filed: \_\_\_\_\_

7. Do you intend to file with another agency or court? Yes\_\_\_\_\_ No\_\_\_\_\_

Agency or Court: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

8. Additional comments or information:

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return to:

Kelly Clark, ADA Coordinator  
Town of Truro  
P.O. Box 2030  
24 Town Hall Road  
Truro, MA 02666  
Email: [ksclark@truro-ma.gov](mailto:ksclark@truro-ma.gov)  
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