



ADA Grievance Policy

For the General Public

The following procedures are 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 and benefits of the City of Malden. These procedures do not supersede applicable employee grievances rights in collective bargaining agreements.

1. The complaint, grievance, or request for program policy interpretation and/or clarification should be in writing and include the name, address and telephone number of the complainant with the location and description of the problem (*a form is available*). The complainant may remain anonymous, if he/she so chooses. Reasonable accommodations, such as personal interview, tape recording or other alternative means of filing, will be made available for persons who are unable to submit a written complaint.

2. The complaint should be submitted by the complainant and/or his/her designee as soon as practicable but no later than 60 calendar days after the alleged violation to:

**Office of the Mayor
ATTN: Maria Luise, ADA Compliance Officer
110 Pleasant Street
Malden, MA 02148**

or emailed to: mluise@cityofmalden.org.

Telephone contact: **Maria Luise at 781-397-7000, Ext. 2005**

3. Within 14 calendar days after receipt of the complaint, the ADA Compliance Officer will meet with the complainant to discuss the issues and possible resolution. The Officer may reach out to the Human Rights Commission or the Disability Commission for advice and assistance. Within 14 calendar days after the meeting with the complainant, the Officer will respond in writing or in a format that is sensitive to the needs of the recipient, i.e. verbally, an audiotape, enlarged type face, etc. Copies of the complaint and response will be forwarded to the appropriate City departments.

4. If the grievance is not resolved at this level, the complainant and/or his/her designee may appeal the decision of the ADA Compliance Officer to a designee of the Malden City Council within 14 calendar days after receipt of the response. The City Council President shall appoint a designee of the City Council to meet with the complainant to review the complaint and discuss possible resolutions. Within 14 calendar days after the meeting, the City Council designee will respond with a **final** resolution, in writing, or in a format that is sensitive to the needs of the recipient, i.e. verbally, an audiotape, enlarged type face, etc. Copies of the response will be forwarded to the appropriate City departments.

5. All written complaints, responses, appeals and other documentation shall be kept by the City of Malden for at least 3 years.



ADA Grievance Complaint Form

Name: _____

Address: _____

Telephone: _____ Email: _____

Location of Violation: _____

Date of Violation: _____

Description of Complaint (*please attach additional sheets, if necessary*):

Send to: Office of the Mayor, ATTN: Maria Luise, ADA Compliance Officer, 110 Pleasant Street, Malden, MA 02148 or mluise@cityofmalden.org.

Complainant will be contacted to schedule a meeting with the ADA Compliance Officer.