

MICHAEL D. BORG
Town Manager



TOWN OF NORTH ATTLEBOROUGH
43 South Washington Street
North Attleborough, MA 02760

February 8, 2023

MEMORANDUM FOR RECORD

SUBJECT: Policy Letter 014- Equal Access to Public Facilities and Activities

1. **Scope.** The following grievance policy is established to meet the requirements of the Americans with Disabilities Act (ADA). It should be used by any individual who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of programs, meetings, services, and benefits by the Town of North Attleborough.

2. **Complaint Procedures.**

a. A grievance may be submitted in written form or verbally to the Town of North Attleboro ADA Coordinator. Assistance in writing the grievance will be available to all individuals. The grievance should contain as much information as possible about the alleged discrimination (name, address, phone number, location, and description of problem, etc.). Other arrangements for submission of a grievance such as a personal interview or tape recording will be made available for the visually impaired or those with motor impairments.

b. All complaints should be submitted promptly by the grievant but no later than **60 calendar days** of the alleged violation to:

Antonio J. Morabito III, ADA Coordinator
43 South Washington Street
North Attleborough, MA 02760
508-699-0100 amorabito@nattleboro.com

3. **Complaint Investigation.**

a. Within **15 calendar days** of receipt of the complaint, the ADA Coordinator will meet with the grievant to discuss the complaint and possible resolutions. After investigating, the Coordinator will respond in writing (or a format sensitive to the needs of the grievant). The response will explain the position of the Town of North Attleborough and offer options for substantive resolution of the complaint.

b. If the response by the ADA Coordinator does not satisfactorily resolve the issue, the grievant and/or his or her designee may appeal the decision in writing within **15 calendar days**

after receipt of the response to the Town Manager. Assistance in writing the appeal will be available to all individuals.

c. Within 30 calendar days after the receipt of the appeal, the Town Manager will meet with the ADA Coordinator and grievant to discuss the matter. The Town Manager will issue a decision in writing (or a format sensitive to the needs of the grievant) with a final resolution of the issue.

d. All complaints received by the ADA Coordinator and responses from the Town Manager will be kept by the Town of North Attleborough for a period of three years. These documents may be requested by the appropriate federal agency should an investigation into alleged discrimination on the basis of disability status be initiated.

4. **Corrective Action.** If it is determined that equal access has not been provided to public facilities or activities or discrimination has occurred on the basis of disability, the Town will act promptly to take corrective action as appropriate under the circumstances.

5. Point of Contact for this policy letter is the undersigned at mborg@nattleboro.com or 508-699-0100.

MICHAEL D. BORG
Town Manager
North Attleborough, Massachusetts