

## **City of Lawrence**

### **Americans with Disabilities Act Grievance Procedures**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used 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 City of Lawrence.

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

Michael R. Sweeney  
ADA Coordinator  
City of Lawrence  
200 Common Street  
Lawrence, MA 01841  
978-620-3015

Within 15 Calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible solutions. Within 15 Calendar days after the meeting, the ADA Coordinator, will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audiotape. The response will explain the position of the City of Lawrence and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator 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 the Mayor or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor, or his/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 the ADA Coordinator, appeals to the Mayor or his/her designee, and responses from the ADA Coordinator and the Mayor or his /her designee, will be kept by the City of Lawrence for at least four years.