

TOWN OF MONROE
ADA
Grievance Procedure

1. Submit all complaints regarding access or alleged discrimination in writing to the ADA Coordinator for resolution. A form can be obtained from the ADA Coordinator. A record of the complaint and action taken will be maintained. A decision by the ADA Coordinator will be rendered within fifteen (15) working days.
2. If the complaint cannot be resolved to the satisfaction of the complainant by the ADA Coordinator, upon written application of the complainant within fifteen (15) days after the decision, it shall be forwarded to an ADA compliance committee composed of elected officials, the disabled community, and a business or non profit sector representative, education and health/medical profession. The committee shall be appointed by the First Selectman.
3. The committee shall be charged with establishing ground rules or procedures for hearing complaints, requests or suggestions from disabled persons regarding access to and participation in public facilities, services, activities, and functions in the community. Further, the committee shall be directed to hear such complaints in public, after adequate public notice is given, in an unbiased, objective manner. The committee shall issue a written decision within 30 days of notification. All proceedings of the committee shall be recorded and maintained.
4. If the complaint cannot be resolved to the complainant's satisfaction by the committee, the complaint will be heard by the First Selectman upon filing of a request by the complainant within 15 days after the decision by the committee. An open, public meeting of the First Selectman will precede the vote. A determination must be made within thirty (30) days of the hearing. The decision of the First Selectman is final.
5. A record of action taken on each request or complaint must be maintained as a part of the records or minutes at each level of the grievance process.
6. The individual's right to prompt and equitable resolution of the complaint shall not be impaired by his/her pursuit of other remedies, such as the filing of a complaint with the U.S. Department of Justice or any other appropriate federal agency. Furthermore, the filing of a lawsuit in State or Federal district court can occur at any time. The use of this grievance procedure is not a prerequisite to the pursuit of other remedies.