



TOWN OF CANTON
FOUR MARKET STREET
P.O. BOX 168
COLLINSVILLE, CONNECTICUT 06022-0168

Municipal ADA Grievance Procedure:

This Grievance Procedure is 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, or benefits by the Town of Canton.

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 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:

Town of Canton ADA Compliance Coordinator
Canton Town Hall
4 Market Street
PO Box 168
Collinsville, CT 06022

Within 15 calendar days after receipt of the complaint, the ADA Compliance Coordinator, or his designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Compliance Coordinator, or his 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 Canton and offer options for substantive resolution of the complaint.

If the response by the ADA Compliance Coordinator, or his designee, 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 Chief Administrative Officer or his designee.

Within 15 calendar days after receipt of the appeal, the Chief Administrative Officer, or his designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Chief Administrative Officer or his 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 Compliance Coordinator, appeals to the Chief Administrative Officer or his designee, and responses from the ADA coordinator and Chief Administrative Officer or his designee will be kept by the Town of Canton for at least three years.