



The Town of Barnstable

Department of Human Resources

230 South Street, Hyannis MA 02601

Email: humanresources@town.barnstable.ma.us

Office: 508-862-4694

FAX: 508-790-6307

William E. Cole

Director

TOWN OF BARNSTABLE Americans with Disabilities Act Grievance Procedure

This grievance procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Barnstable.

How to file a complaint: The complaint should be made in writing and contain information about the alleged discrimination such as name, address, phone number, email address 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 as soon as possible, preferably within 60 days of the alleged violation to:

Bill Cole, Director of Human Resources, Town of Barnstable 230 South Street Hyannis, MA 02601, 508-862-4691, or Bill.Cole@town.barnstable.ma.us

Within 15 calendar days after receipt of the complaint, Town of Barnstable, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Bill Cole will respond in writing and where appropriate in format that is accessible to the complainant, such as large print, braille, or audio tape. The response will explain the position of the Town of Barnstable and offer options for substantive resolution of the complaint.

If the response by Bill Cole does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Town Manager or designee.

Within 15 calendar days after receipt of the appeal, the Town Manager or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Manager or designee will respond in writing and where appropriate in a format that is accessible to the complainant, with a final resolution of the complaint.