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CITY OF SALEM MASSACHUSETTS

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Grievance Procedure Under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). 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 City of Salem.

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 complaints will be made available for persons with disabilities upon request.

The complaint should be submitted by the aggrieved and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Lisa B. Cammarata, Esq., ADA Coordinator

City of Salem
98 Washington Street, 3rd floor
Salem, Massachusetts 01970
978-619-5630

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator, will respond in writing, and when 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 Salem 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 or 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 or 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 Mayor or his/her designee will be kept by City of Salem for at least four years.