



*Office of the*  
**BOARD OF SELECTMEN**  
272 Main Street  
Townsend, Massachusetts 01469

Sue Lisio, *Chairman*  
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**GRIEVANCE POLICY FOR THE GENERAL PUBLIC  
TO ENSURE EQUAL ACCESS TO FACILITIES AND ACTIVITIES**

SELECTMEN'S POLICY #2013-02  
Adopted July 30, 2013

Maximum opportunity will be made available to receive citizen comments, complaints, and/or to resolve grievances or inquiries.

**STEP 1:**

The ADA Coordinator will be available to meet with citizens and employees during his normal business hours.

When a complaint, grievance, request for program policy interpretation or clarification is received either in writing or through a meeting or telephone call, every effort will be made to create a record regarding the name, address, and telephone number of the person making the complaint, grievance, program policy interpretation or clarification. If the person desires to remain anonymous, he or she may.

A complaint, grievance, request for program policy interpretation or clarification will be responded to within ten working days (if the person making the complaint is identified) in a format that is sensitive to the needs of the recipient, (i.e. verbally, enlarged type face, etc.).

Copies of the complaint, grievance, request for program policy interpretation or clarification and response will be forwarded to the appropriate town agency (i.e. park commission, conservation commission). If the grievance is not resolved at this level it will be progressed to the next level.

**STEP 2:**

A written grievance will be submitted to the Town Administrator. Assistance in writing the grievance will be made available to all individuals. All written grievances will be responded to within ten working days by the Town Administrator in a format that is sensitive to the needs of the recipient, (i.e. verbally, enlarged type face, etc.). If the grievance is not resolved at this level it will be progressed to the next level.

**STEP 3:**

If the grievance is not satisfactorily resolved, citizens will be informed of the opportunity to meet and speak with the Board of Selectmen, with whom local authority for final grievance resolution lies.