

Town of Tolland
Grievance Procedure Under
The Americans with Disabilities Act

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 Tolland.

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:

Michael Wilkinson, ADA Coordinator
860-871-3627
Town of Tolland
21 Tolland Green
Tolland, CT 06084

Within 15 calendar days after receipt of the complaint, Michael Wilkinson will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Michael Wilkinson will respond in writing, and, where appropriate, in a format accessible to the complainant. The response will explain the position of the Town of Tolland and offer options for substantive resolution of the complaint.

If the response by Michael Wilkinson 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 Town Manager or his or her designee.

Within 15 calendar days after receipt of the appeal, the Town Manager or his or her designee will meet the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Town Manager 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 Michael Wilkinson, appeals to the Town Manager or his or her designee, and responses from the ADA Coordinator and the Town Manager or his or her designee will be kept by the Town of Tolland for at least three years.