

Americans with Disabilities Act Grievance Procedure

The Grievance Procedure of the Town of Groton (“Town”) is established to meet the requirement of the American with Disabilities Act (“ADA”). Title II of the ADA states, in part, that “no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination” in services, programs, activities, or benefits sponsored by a public entity.

Any individual and/or his/her designee alleging discrimination by the Town on the basis of disability in the provision of its public services, programs, activities, or benefits may submit a complaint. The Town’s Personnel Policy Manual governs employment-related complaints of disability discrimination.

The Town Manager has designated Mr. Robert Zagami to coordinate the Town’s ADA compliance efforts. Complaints alleging discrimination on the basis of disability in the provision of the Town’s public services, programs, activities or benefits should be addressed to:

Mr. Robert Zagami, ADA Coordinator
Town of Groton
Department of Administrative Services
45 Fort Hill Road
Groton, CT 06340.

1. The complaint should be submitted in writing, signed by the complainant, and include the name, address, and phone number of the complainant and the location, date, and a brief description of the alleged discrimination. A form to assist in the filing of complaints is available. Alternative means of filing complaints will be made available upon request for persons with disabilities.
2. The complaint must be submitted as soon as possible but no later than 60 calendar days after the alleged violation.
3. Upon receipt of the complaint, the ADA Coordinator will conduct an investigation, as may be appropriate, and submit a written report of the findings and recommendations within 30 calendar days to the Town Manager who shall review the report and make a final determination of the complaint within 15 calendar days.

If the complaint is regarding the ADA Coordinator, the Town Manager, will appoint an investigator who will conduct the investigation, as may be appropriate, and submit a written report of the findings and recommendations within 30 calendar days to the Town Manager who shall review the report and make a final determination of the complaint within 15 calendar days. The decision of the Town Manager shall be final and not subject to the appeal process contained in Paragraph 5.

4. The ADA Coordinator, or the Town Manager, as appropriate, shall respond in writing to the complainant no later than 10 days after making a determination of the complaint, explaining the position of the Town and offering options for substantive resolution, if any, of the complaint.
5. The complainant and/or his/her designee may appeal the decision of the ADA Coordinator in writing to the Town Manager within 10 working days from receipt of written determination. The Town Manager will respond in writing with a final resolution of the complaint within 30 calendar days.
6. The ADA Coordinator shall maintain all written documentation relating to complaints under the ADA Grievance Procedure for the Town.
7. This procedure shall be construed to protect the substantive rights of the complainant, to meet the appropriate due process standards, and to assure the Town complies with the ADA and implementing regulations.