

**CITY OF WORCESTER  
ADA GRIEVANCE PROCEDURE**

The following 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 and benefits by the city of Worcester, its officers, employees, boards and commissions.

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. Reasonable accommodations, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities who are unable to submit a written complaint.

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:

Frances R. Manocchio  
ADA Coordinator  
City of Worcester  
City Hall Room 402  
455 Main Street  
Worcester, Massachusetts 01608  
(508) 799-1186

Within 15 Calendar days after the receipt of the complaint Ms. Frances R. Manocchio will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting Ms. Manocchio will respond in writing, and where appropriate in a format accessible to the complainant such as audiotape. The response will explain the position of the city of Worcester and offer options for substantive resolution of the complaint.

If the response by Ms. Manocchio 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 City Manager, who may designate an official under his or her jurisdiction to respond to the appeal.

Within 15 calendar days after receipt of the appeal, the City Manager or his or her designee will meet with the complainant to discuss the complaint and possible resolutions. The complainant may be represented by legal counsel or other appropriate advocates and may bring other individuals to provide information to the City Manager, or his or her designee, which is relevant to the issues raised by the appeal. The City Manager, or his or her designee, may at any time seek additional information which is relevant to the issues raised by the appeal from the ADA Coordinator, any other city official or any other source. Within 21 calendar days after the meeting with the City Manager or his or her designee will respond in writing, and where appropriate in a format accessible to the complainant such as audiotape, with a final resolution of the complaint. In the event that the City Manager determines that 21 days is not sufficient to resolve the appeal he shall so notify the complainant that additional time, not exceeding 30 days, is required to resolve the appeal.

All complaints received by the ADA Coordinator, appeals to the City Manager or his or her designee and responses from the ADA Coordinator and City Manager or his or her designee will be kept by the city of Worcester for three years or such other time as may be stated in any applicable records retention schedule adopted by the city of Worcester or the Secretary of the Commonwealth, whichever is longer.