TOWN OF WINDHAM GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) as it pertains to the responsibilities of the Town of Windham. 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 Windham.

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 sixty (60) calendar days after the alleged violation:

Michael T. Paulhus
Town of Windham
979 Main Street
Willimantic, CT 06226
(860) 465-3007
Email: mikepaul@snet.net

Within fifteen (15) calendar days after receipt of the complaint, Mr. Paulhus will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, Mr. Paulhus will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille or audiotape. The response will explain the position of the Town of Windham and offer options for substantive resolution of the complaint.

If the response by Mr. Paulhus does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA coordinator within fifteen (15) calendar days after receipt of the response to the first selectman or his/her designee.

Within fifteen (15) calendar days after receipt of the appeal, the first selectman or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting the first selectman or his/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 Mr. Paulhus, appeals to the first selectman or his/her designee, and responses from the ADA coordinator and first Selectman or his/her designee will be keep by the Town of Windham for at least three (3) years.