



# Town of Sterling

Town Hall  
1183 Plainfield Pike  
P.O. Box 157  
Oneco, Connecticut 06373-0157  
860-564-2904

## Municipal Grievance Procedure

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 Town of Sterling.

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:

**Lincoln Cooper-First Selectman**  
**860-564-2904 Ext. 102**  
**1183 Plainfield Pike, P.O. 157**  
**Oneco, CT 06373**

Within 15 calendar days after receipt of the complaint, Lincoln Cooper will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting Lincoln Cooper will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille or audio tape. The response will explain the position of Town of Sterling and offer options for substantive resolution of the complaint.


If the response by Lincoln Cooper does not satisfactorily resolve the issue, the complaint and/or his designee may appeal the decision of the ADA coordinator within 15 calendar days after receipt of the response to William Sebastian or his designee.

Within 15 calendar days after receipt of the appeal, William Sebastian or his designee will meet the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting William Sebastian or his 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 Lincoln Cooper, appeals to William Sebastian or his designee, and responses from the ADA coordinator and William Sebastian or his designee will be kept by Town of Sterling for at least three years.

Date

4/14/15

  
Lincoln Cooper-First Selectman

