



CITY OF BOSTON
GRIEVANCE PROCEDURE
UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA). It may be used by any person alleging discrimination on the basis of disability regarding meetings, services, programs, or activities provided by the City of Boston.

Modifications to Policies and Procedures, Services, Programs, Activities, and Meetings: Complaints alleging discrimination in City of Boston policies and procedures, meetings, services, programs, or activities, may be addressed by filling out the *Grievance Procedure Complaint Form*, or by submitting a complaint containing the name, address, and phone number of the complainant and information about the alleged discrimination, such as: location(s), date(s), and a brief description of the alleged incident of discrimination. Alternative means of filing complaints, such as personal interviews or tape recording of the incident, will be made available for persons with disabilities upon request. All complaints should be submitted promptly but no later than **120 days** after the alleged discrimination, to:

Kristen McCosh, Disability Commissioner / ADA Coordinator
City of Boston Mayor's Commission for Persons with Disabilities
One City Hall Square, Room 967
Boston, MA 02201
617-635-3682 (voice) or 617-635-2541 (TTY)
Email: disability@cityofboston.gov
Website: www.cityofboston.gov/disability

Within **15 calendar days** after receipt of the complaint, the Commissioner or his/her designee will meet with the grievant to discuss the complaint and possible resolutions. After investigating the complaint, the Commissioner will respond in writing, or if requested, in a format accessible to the grievant. The response will explain the City of Boston's position and offer options for resolution of the complaint.

If the response by the Commissioner does not satisfactorily resolve the issue, the grievant or his/her designee may appeal the decision within 15 calendar days after receipt of the response by writing to the City of Boston Human Services Cabinet Chief or his/her designee (address will be provided as needed). All complaints received by the Commissioner, appeals to the Human Services Cabinet Chief, and responses from these two offices will be retained by the City of Boston for a minimum of three years.