

**TOWN AND VILLAGE OF NORTHFIELD, VERMONT  
GRIEVANCE PROCEDURE UNDER  
THE AMERICANS WITH DISABILITIES ACT**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town and Village of Northfield. The Town and Village of Northfield's Personnel Policy governs employment-related complaints of disability discrimination.

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 to:

**ADA Coordinator  
c/o Municipal Building  
51 South Main Street  
Northfield, VT 05663**

Within fifteen (15) calendar days after receipt of the complaint, the ADA Coordinator (or his/her designee) will meet with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the meeting, the ADA Coordinator (or his/her designee) 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 the Town and Village of Northfield and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator (or his/her designee) does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within fifteen (15) calendar days after receipt of the response to the Northfield Board of Town Selectmen and/or Village Trustees (or their designee).

Within 15 calendar days after receipt of the appeal, the Northfield Board of Town Selectmen and/or Village Trustees (or their designee) will meet with the complainant to discuss the complaint and possible resolutions. Within fifteen (15) calendar days after the meeting, the Northfield Board of Town Selectmen and/or Village Trustees (or their 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 the ADA Coordinator (or his/her designee), appeals to the Northfield Board of Town Selectmen and/or Village Trustees (or their designee), and responses from these two offices will be retained by the Town and Village of Northfield for at least three (3) years.