


STRATFORD POLICE DEPARTMENT 	Type of Directive: Policy and Procedure	Updated: 10/13/2021
	Title: Americans with Disabilities Grievance Procedure	No. 2.5
	Issuing Authority: Chief Joseph McNeil	Issued: 10-10-2018
	Reference:	

PURPOSE:

It is the policy of the Town of Stratford to provide equal access to all of its programs, services, and activities in accordance with the Americans with Disabilities Act (ADA) of 1990. Further, it is the policy of the Town of Stratford to provide equal opportunity in its employment practices to all persons irrespective of race, color, sex, religion, national origin, age, veterans' status, or disabilities.

This grievance procedure is established to satisfy the specific requirements of the Americans with Disabilities Act. The Town of Stratford strongly encourages its staff to resolve any issues or problems relative to accessibility with the person(s) affected by or experiencing the problem.

POLICY:

It shall be the policy of the Stratford Police Department to follow the procedures as set forth below.

PROCEDURE:

Any person may submit, either in person or in writing, a complaint regarding accessibility or alleged discrimination to the Town of Stratford Americans with Disability Coordinator, who is identified as:

Susan M. Pawluk

Town Hall, Room 106

2725 Main Street

Stratford, CT. 06497

203-385-4020

203-385-4022 (TDD)

While the filing of a specific grievance form shall not be required, care should be taken to provide the ADA coordinator with the following information regarding the complainant:

- Name, address, and telephone number
- Nature of the complaint
- Complainant's suggested remedy
- Name of the representative from the town with whom the problem has been discussed
- Telephone number

The complaint should be submitted as soon as possible, but no later than thirty (30) days after the alleged violation occurred. A copy of the complaint shall be forwarded to the Town Manager and the ADA Coordinator.

Within fifteen (15) days after receipt of the complaint, the Town ADA Coordinator shall contact the complainant in an effort to resolve the issue.

Within fifteen (15) days after the above-mentioned meeting, the ADA Coordinator will respond to the complainant, in writing, and explain the results of the investigation as well as the offer of options toward a resolution of this complaint.

If the complainant is not satisfied with the response of the ADA coordinator, the complainant may appeal the decision to the Town Manager within fifteen (15) days.

Within thirty (30) days of receipt of this notice of appeal, the Town Manager, or his designee, shall meet with the complainant in an effort to resolve the issue. The Town Manager or his designee shall, within ten (10) days of the conclusion of this meeting, render a decision as to whether the Town of Stratford has satisfied its obligations pursuant to the ADA, and notify