



## **Town of New Marlborough Grievance Procedure Under the Americans with Disabilities Act**

Complaints concerning discrimination on the basis of disability by the Town of New Marlborough may be sent to Owen Wright, ADA Coordinator, Town of New Marlborough, 807 Mill River Southfield Road, Mill River, MA 01244; Phone: 413-229-8116; Email: [nmbos@newmarlboroughma.gov](mailto:nmbos@newmarlboroughma.gov). Owen Wright will contact the complainant within 15 calendar days after receipt of the complaint for discussion and possible resolutions. Within 15 calendar days after the discussion, Owen Wright will respond in writing to explain the position of the Town of New Marlborough and offer options for substantive resolution of the complaint.

If the response by Owen Wright does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Board of Selectmen, Town of New Marlborough, 807 Mill River Southfield Road, Mill River, MA 01244; Phone: 413-229-8116; Email: [nmbos@newmarlboroughma.gov](mailto:nmbos@newmarlboroughma.gov). Within 15 calendar days after receipt of the appeal, the Board of Selectmen will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the discussion, the Board of Selectmen will respond in writing with a final resolution of the complaint.

Any unresolved complaints or issues may be filed with the US Department of Justice, 950 Pennsylvania Avenue, NW, Civil Rights Division, Disability Rights Section 1425 NYAV, Washington, D.C. 20530, Fax: (202) 307-1197. You may also file a complaint online at [www.ada.gov/complaint/](http://www.ada.gov/complaint/). If you have questions about filing an ADA complaint, please call: ADA Information Line: 800-514-0301 (voice) or 800-514-0383 (TTY).