

## MIDDLESEX TOWNSHIP 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 Middlesex Township. The Personnel Policies of Middlesex Township govern 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 60 calendar days after the alleged violation to:

Middlesex Township – ADA Coordinator

350 North Middlesex Road

Carlisle, PA 17013

Phone: 1-844-256-7024

Relay Service TTY/TTD 711 or 800-654-5984

FAX: 1-717-249-8564

Email: [ADACoordinator@middlesextwp.com](mailto:ADACoordinator@middlesextwp.com)

Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator 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 Middlesex Township and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Middlesex Township Manager.

Within 5 calendar days after receipt of the appeal, the Middlesex Township Manager will meet with the complainant to discuss the complaint and possible resolutions. Within 5 calendar days after the meeting, the Middlesex Township Manager 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, appeals to the Middlesex Township Manager, and responses from these two offices will be retained by Middlesex Township for at least three years.