

Town Hall
Town Clerk,
Treasurer &
Town Accountant
978-386-2424



TOWN OF ASHBY
895 Main Street
Ashby, Mass. 01431
Town Hall Fax: 978-386-2490

Board of Selectmen &
Town Administrator
978-386-2501
Town Collector &
Board of Assessors
978-386-2427

Town of Ashby

ADA Rights and Grievance Procedures

Policy

The Town of Ashby, in compliance with state and federal laws and regulations that include the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504), does not discriminate on the basis of disability in admission or access to, or in the administration of, its programs, services, and activities for the public.

In accordance with these laws, the Town of Ashby will make reasonable accommodation to the known physical and mental limitations of people with disabilities in order to provide an equal opportunity to enjoy and participate in the Town of Ashby's programs, services, and activities available to the public. The Town of Ashby will not retaliate against any individual who has complained of or opposed a violation of the ADA or of Section 504.

Individuals who need auxiliary aids for effective communication or any other reasonable accommodation are invited to make their needs known to Town of Ashby personnel. They may wish to seek assistance directly from the Town of Ashby ADA Coordinator.

Grievance Procedure

The Town of Ashby has adopted the following grievance procedure to assure the prompt and equitable resolution of complaints by members of the public alleging that the Town of Ashby has violated the ADA or Section 504, including complaints alleging retaliation for having complained of or opposed a violation of the ADA or Section 504.

Any person who wishes to make a complaint of a violation of the ADA or Section 504, including a complaint of retaliation, may do so by contacting the Town of Ashby's ADA Coordinator. The Town of Ashby prefers to receive complaints in writing, although alternative methods of communication, such as a personal or telephone interview, email, or a tape recording, are acceptable. The complainant should provide his or her name and address and describe the alleged violation in as much detail as possible, including the date(s) and people involved. The Town of Ashby asks that the complainant make the complaint as soon after the alleged violation as possible, in order to allow a prompt investigation.

Upon receiving the complaint, the ADA Coordinator will coordinate with appropriate Town of Ashby staff to promptly investigate the complaint and determine whether it can be resolved. When the investigation is complete, the ADA Coordinator will communicate to the complainant the result of the investigation and any resolution.

If the Town of Ashby determines that a requested accommodation would result in a fundamental alteration in the nature of the Town of Ashby's programs, services, or activities, or in an undue financial or administrative burden, the ADA Coordinator will provide the complainant with a written statement of the reasons for reaching this determination. The ADA Coordinator will also work with the complainant to attempt to identify alternative action by the Town of Ashby that would not result in such an alteration or such burdens, but would nevertheless ensure that the complainant receives the benefits and services of the Town of Ashby's programs and activities.

If the complainant is dissatisfied with the ADA Coordinator's response, he or she may request reconsideration. The complainant may request reconsideration by submitting a written request to:

ADA Coordinator
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

The government enforcement agency for the ADA and Section 504 is the [U.S. Department of Justice](#). Complaints to that agency may be directed to:

United States Department of Justice
Civil Rights Division
950 Pennsylvania Ave., N.W.
Disability Rights Section, NYA
Washington, DC 20530
(202) 307-0663 (voice and TDD)
Fax: (202) 307-1198

ADA Coordinator

The Town of Ashby has designated the following person as its ADA Coordinator to coordinate its efforts to comply with and carry out its responsibilities to the public under the ADA and Section 504:

Peter Niall
Ashby Building Inspector
Town of Ashby
895 Main Street
Ashby MA 01431
(978) 386-2501 x10