



**TOWN OF LAKEVILLE**  
**Town Administrator's Office**  
346 Bedford Street  
Lakeville, MA 02347  
(508) 946-8803

## **Americans with Disabilities Act Grievance Procedure**

This grievance procedure is established to meet the requirements of the Americans with Disabilities Act (ADA). It may be used by persons wishing to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Lakeville.

The complaint should be submitted in writing and include the name, address, phone number, and email address of the complainant and the location, date, and a detailed description of the occurrence. Alternative means of filing complaints, such as personal interviews or a video/audio recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to:

**Ari Sky, Town Administrator**  
**ADA Coordinator**  
**346 Bedford Street**  
**Lakeville, MA 02347**  
[asky@lakevillema.org](mailto:asky@lakevillema.org)  
**508-946-8803**

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 that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Town of Lakeville and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Chairperson of the Select Board or designee.

Within 15 calendar days after receipt of the appeal, the Select Board Chairperson or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Select Board Chairperson or designee will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution to the complaint.