



Mayor Joshua A. Garcia

City of Holyoke

Director Kelly Curran

Personnel Department

**City of Holyoke
Americans with Disabilities Act Grievance Procedure**

This grievance procedure is established to meet the requirements of the 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 the City of Holyoke.

How to file a complaint: The complaint should be made in writing and contain information about the alleged discrimination such as name, address, phone number, email address 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 as soon as possible, preferably within 60 days of the alleged violation to: Kelly A. Curran, ADA Coordinator/Personnel Director, City of Holyoke, 20 Korean Veterans Plaza, Holyoke, MA 01040 Phone: 413-322-5555

Within 15 calendar days after receipt of the complaint, the City of Holyoke, will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Kelly A. Curran 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 City of Holyoke and offer options for substantive resolution of the complaint.

If the response by Kelly A. Curran does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Mayor or designee. Within 15 calendar days after receipt of the appeal, the Mayor or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor or designee will respond in writing and where appropriate in a format that is accessible to the complainant, with a final resolution of the complaint.