

City of New Bedford
Grievance Procedure under the Americans with Disabilities Act

The 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 the City of New Bedford. The City of New Bedford's Personnel Policy governs 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 the complainant, and the 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 not later than 60 days after the alleged violation to:

Debra Lee, ADA Coordinator
c/o Council on Aging - 181 Hillman St., Building 9
New Bedford, MA 02740
Voice: 508.991.6251 – TTY: 508.979.1638
FAX: 508.979.1514

Within 15 calendar days after receipt of the complaint, Debra Lee or Marcelina Pina-Christian (designee) will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, Debra Lee or Marcelina Pina-Christian (designee) 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 the City of New Bedford and offer options for substantive resolution of the complaint.

If the response by Debra Lee or Marcelina Pina-Christian (designee) 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 Sandra Vezina or her designee.

Within 15 calendar days after receipt of the appeal, Sandra Vezina or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Sandra Vezina or her designee 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 Debra Lee or Marcelina Pina-Christian (designee), appeals to Sandra Vezina or her designee, and responses from these two offices will be retained by the City of New Bedford for at least three years.