



**BARNSTABLE COUNTY
DEPARTMENT OF HUMAN SERVICES**

Post Office Box 427, Barnstable, Massachusetts 02630
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Elizabeth Albert, Director
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**AMERICANS WITH DISABILITIES ACT
BARNSTABLE COUNTY GRIEVANCE PROCEDURE**

The following Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, and benefits by Barnstable County.

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 complaint 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:

Elizabeth Albert, Director of Human Services
ADA Coordinator
P.O. Box 427
Barnstable, MA 02630
Voice: 508-375-6626

Within 15 calendar days after receipt of the complaint, the Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Coordinator will respond in writing, and, where appropriate, in a format accessible to the complainant, such as large print, Braille or audiotape. The response will explain the position of Barnstable County and offer options for substantive resolution of the complaint. If the response by the Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the Barnstable County Commissioners or their designee.

Within 15 calendar days after the receipt of the appeal, Barnstable County Commissioners or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Barnstable County Commissioners or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as audio tape, with a final resolution of the complaint.

All complaints received by the Coordinator, appeals to the Barnstable County Commissioners or their designee, and responses from the ADA Coordinator and Barnstable County Commissioners or their designee will be kept by Barnstable County for at least three years.