**Town of Hampstead**

**Americans with Disabilities Act Title II**

**Municipal Grievance Procedure**

**Complaint Procedure**: The Town of Hampstead does not discriminate on the basis of disability in admission to, access to, or operations of its programs, services, or activities. The Town of Hampstead does not discriminate on the basis of disability in its hiring or employment practices. This notice is provided as required by Title II of the Americans with Disabilities Act (ADA) of 1990. This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. If you have a complaint under Title II of the ADA about services, programs or activities of the Town of Hampstead, you are encouraged to filed your complaint with the ADA Coordinator.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of the 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 person with disabilities upon request.

The complaint should be submitted by the complainant and/or his /her designee as soon as possible but no later than 60 calendar days after the alleged violation to the ADA Coordinator, Sally Theriault, CPM, AA to the Board of Selectmen, Town of Hampstead, 11 Main Street, Hampstead, NH 03841, 603-329-4100 ext. 100.

Within 15 business days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 business days after the meeting, the ADA Coordinator will respond in writing, and, where appropriate, in that format accessible to the complainant, such as large print or audio tape. The response will explain the position of the Town of Hampstead and offer options for substantive resolution of the complaint.

If the response by the ADA Coordinator does not satisfactorily resolve the issue the complainant and /or his/her designee may appeal the decision of the ADA Coordinator within 15 business days after receipt of the response to the Board of Selectmen.

Within 15 days after receipt of the appeal, the Board of Selectmen will meet with the complainant to discuss the complaint and possible resolutions, within 15 business days after meeting with the Board of Selectmen 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 the ADA Coordinator, appeals to the Board of Selectmen or his/her designee will be kept by the Town of Hampstead for at least three years.