



**COMMONWEALTH OF MASSACHUSETTS  
TOWN OF MILTON  
OFFICE OF THE SELECT BOARD  
525 CANTON AVENUE, MILTON, MA 02186**

TEL 617-898-4843

TOWN ADMINISTRATOR  
NICHOLAS MILANO  
TEL 617-898-4845

**SELECT BOARD**

**MICHAEL F. ZULLAS,  
CHAIR**

**ERIN G. BRADLEY,  
VICE CHAIR**

**ROXANNE MUSTO,  
SECRETARY**

**RICHARD G. WELLS, JR.,  
MEMBER**

**BENJAMIN ZOLL  
MEMBER**

**GRIEVANCE PROCEDURE UNDER  
THE AMERICANS WITH DISABILITIES ACT**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). This 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 Town of Milton.

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 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 their designee as soon as possible but no later than 60 calendar days after the alleged violation to: Nicholas Milano (Town Administrator and ADA Coordinator), 617-898-4845, [nmilano@townofmilton.org](mailto:nmilano@townofmilton.org).

Within 15 calendar days after receipt of the complaint, Mr. Milano or his designee will meet with the complainant to discuss the complaint and the possible resolutions.

Within 15 calendar days of the meeting, Mr. Milano or his 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 Town of Milton and offer options for substantive resolution of the complaint.

If the response by Mr. Milano or his designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Select Board or its designee.

Within 30 calendar days after receipt of the appeal, the Select Board or its designee will meet with the complainant to discuss the complaint and possible resolutions. Within 30 calendar days after the meeting, the Select Board or its 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 Mr. Milano or his designee, appeals to the Select Board or its designee, and responses from these two offices will be retained by the Town of Milton for at least three years.