

TOWN OF MARSHFIELD

EQUAL ACCESS TO FACILITIES AND ACTIVITIES POLICY

It is the policy of the Town of Marshfield to provide equal access to those with disabilities to the Town's conservation, recreation and open space resources, whenever possible. Maximum opportunity will be made available to receive citizen comments, complaints and/or to resolve grievances or inquires. To that end, should an individual with a disability believe that access to such facilities has been wrongfully denied, the following grievance procedure should be utilized.

STEP 1:

The Town Administrator will be available to meet with citizens and employees during business hours.

When a complaint, grievance, request for program policy interpretation or clarification is received either in writing or through a meeting or telephone call, every effort will be made to create a record regarding the name, address, and telephone number of the person making the complaint, grievance, program policy interpretation or clarification. If the person desires to remain anonymous, he or she may.

A complaint, grievance, request for program policy interpretation or clarification will be responded to within ten working days (if the person making the complaint is identified) in a format that is sensitive to the needs of the recipient (i.e. verbally, enlarged type face, etc.).

Copies of the complaint, grievance, request for program policy interpretation or clarification and response will be forwarded to the appropriate town agency (i.e. Recreation Commission, Conservation Commission). If the grievance is not resolved at this level, it will be progressed to the next level.

STEP 2:

A written grievance will be submitted to the Town Administrator at Marshfield Town Hall, 870 Moraine Street, Marshfield, MA 02050. Assistance in writing the grievance will be available to all individuals. All written grievances will be responded to within ten working days by the Town Administrator in a format that is sensitive to the needs of the recipient (i.e. verbally, enlarged type face, etc.). If the grievance is not resolved at this level it will be progressed to the next level.

STEP 3:

If the grievance is not satisfactorily resolved, citizens will be informed of the opportunity to meet and speak with the Chair of the Board of Selectmen, with whom local authority for final grievance resolution lies.