



**TOWN OF SOUTHBOROUGH MASSACHUSETTS**  
**AMERICANS WITH DISABILITIES ACT**  
**COMPLAINT PROCEDURE**

Section 1: In accordance with the Americans with Disabilities Act (ADA), The Town of Southborough may not discriminate on the basis of disability against any qualified individual with a disability in the services, programs or activities it provides, in accessibility to public meetings and in its employment practices.

Section 2: In the event that a person with a disability believes he/she has been discriminated against, a complaint may be filed, using the following format:

- a. Complaint shall be in writing, signed by the Complainant or an authorized representative.
- b. Complainant shall include Complainant's name, address and telephone, or alternative method of contact.
- c. Complaint shall identify the Town Department, employee, officer or agency committing the alleged discriminatory action.
- d. Complaint shall describe, in detail, the alleged discriminatory action.
- e. If the complaint is regarding the Town's website please also contact the Town's ADA Coordinator.

Section 3: The Complaint shall be submitted, within thirty (30) days of the alleged discriminatory action, or knowledge thereof, to the appropriate ADA Coordinator:

Town of Southborough– Office of the Town Administrator  
Attn: ADA Coordinator  
17 Common Street  
Southborough, MA 01772  
[mpurple@southboroughma.com](mailto:mpurple@southboroughma.com)  
508-485-0710

Note: Complaints should be submitted in writing, via email, or by completing the website complaint form [<https://www.southboroughtown.com/americans-disabilities-act-committee>] and will be promptly addressed. If you prefer to use an alternative format such as Braille or a

telephone interview, please contact the ADA Coordinator at 508-485-0710 or at [mpurple@southboroughma.com](mailto:mpurple@southboroughma.com) to ensure that the Town can accommodate the format of your choice.

Section 4: The Coordinator shall contact and/or meet with the Complainant within seven (7) days to discuss the nature of the Complaint and to request/obtain clarifying information from the Complainant.

Section 5: The Town's designated ADA Coordinator ("Coordinator") shall investigate the Complaint and meet with the appropriate board, official or employee(s), to resolve the Complaint. Within fifteen (15) calendar days after such meeting, the Coordinator shall inform the Complainant of the resolution. This communication shall explain the position of the Town of Southborough and offer options for resolution. A copy of this correspondence shall be provided to the Town Administrator and/or the Town's ADA Committee.

Section 6: If the response given by the Coordinator does not satisfactorily address the issue, the Complainant may within fifteen (15) days of the receipt of the response file a request to appeal the decision of the Coordinator to the Board of Selectmen or their designee.

Section 7: The Town or his/her designee will contact or meet with the Complainant to discuss the appeal within fifteen (15) calendar days of receipt of the appeal.

Section 8: The Board of Selectmen or their designee shall respond to the appeal in writing or alternative format as appropriate within fifteen (15) calendar days of the appeal contact or meeting, with a final resolution of the complaint. A copy of this correspondence and the original request to appeal will be sent to the Southborough ADA Committee.

Section 9: All complaints alleging discrimination on the basis of a disability received by the ADA Committee, Town Administrator, Board of Selectmen or their designee, and responses from the ADA Committee, Town Administrator or Board of Selectmen or their designee will be retained by the Town of Southborough for a minimum of three (3) years.

Section 10: Nothing in this Complaint Procedure shall preclude the Complainant from filing a complaint with any appropriate state/federal agencies, or by filing a lawsuit in Federal Court.

*Adopted by the Board of Selectmen at their meeting on October 6, 2020.*