

TOWN OF LITTLETON ADA COMPLAINT OF VIOLATION OF THE ADA OR SECTION 504

Any person who wishes to make a complaint of a violation of the ADA or Section 504, including a complaint of retaliation, may do so by contacting the Town's ADA Coordinator. The Town of Littleton prefers to receive complaints in writing, although alternative methods of communication, such as a personal or telephone interview, email, or a tape recording, are acceptable. The complainant should provide his or her name and address and describe the alleged violation in as much detail as possible, including the date(s) and people involved. The Town asks that the complainant make the complaint as soon after the alleged violation as possible, in order to allow a prompt investigation.

Upon receiving the complaint, the ADA Coordinator will coordinate to promptly investigate the complaint and determine whether it can be resolved. When the investigation is complete, the ADA Coordinator will communicate to the complainant the result of the investigation and any resolution.

If the ADA Coordinator determines that a requested accommodation would result in a fundamental alteration in the nature of the ADA's programs, services, or activities, or in an undue financial or administrative burden, the ADA Coordinator will provide the complainant with a written statement of the reasons for reaching this determination. The ADA Coordinator will also work with the complainant to attempt to identify alternative action by the Town that would not result in such an alteration or such burdens, however would nevertheless ensure that the complainant receives the benefits and services of the Town's programs and activities.

If the complainant is dissatisfied with the ADA Coordinator's response, he or she may request reconsideration. The complainant may request reconsideration by submitting a written first request to:

Eric Derba
ADA Coordinator
37 Shattuck Street
Littleton, MA 01460

Next step for reconsideration would be sent to:

Town Administrator's Office
Ryan Ferrara, Assistant Town Administrator
37 Shattuck St., Room 306
Littleton, MA 01460

(978) 540-2461

If still not satisfied with the outcome of this result contact in writing the following:

ADA Coordinator
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

The government enforcement agency for the ADA and Section 504 is the U.S. Department of Justice. Complaints to that agency may be directed to:

United States Department of Justice
Civil Rights Division
950 Pennsylvania Ave., N.W.
Disability Rights Section, NYA
Washington, DC 20530

(202) 307-0663 (voice and TTY)
Fax: (202) 307-1198