



## **APPENDIX G: Recreation Commission: Grievance Policy: Equal Access**

### **ACTON RECREATION COMMISSION** **GRIEVANCE POLICY FOR THE GENERAL PUBLIC**

1. The Recreation Commission is committed to providing maximum opportunity to receive citizen comments, complaints and to resolve grievances or inquiries.
2. The Recreation Director will be available during office hours to meet with citizens and employees to discuss complaints.
3. When a complaint, grievance or request for program policy interpretation or clarification is received, every effort will be made to create a record regarding contact information, nature of the complaint, program policy interpretation, clarification and resolution.
4. All complaints, grievances or request for program policy interpretation will be responded to by telephone or in writing within ten working days.
5. If the issue is not resolved at this level, complaint can be forwarded to the Recreation Commission in writing or in person at the next scheduled monthly Commission meeting. The Recreation Commission will deliberate the matter during their meeting and respond to the complaint within ten working days.
6. If the grievance is not satisfactorily resolved, citizens will be informed of the opportunity to bring their complaint before the Board of Selectmen.
7. A copy of the complaint and its disposition will be provided to the Town ADA Coordinator so that a complete record of the ADA grievances will be compiled in one central location.