

Rocky Hill Housing Authority ADA Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs or benefits by The Rocky Hill Housing Authority.

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 an audio recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Susan Carotenuti
Executive Director
36 Willow Road Rocky Hill, Connecticut 06067
(860) 563-7868
smoores@rockyhillhousing.org

Within 15 calendar days after receipt of the complaint, Susan Carotenuti will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting Susan Moores 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 Rocky Hill Housing Authority and offer options for substantive resolution of the complaint.

If the response by Executive Director Susan Carotenuti does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA coordinator within 15 calendar days after receipt of the response to the Chairperson or his or her designee.

Within 15 calendar days after receipt of the appeal, the Chairperson or his or her designee will meet the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Chairperson or his or her 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 Executive Director. Susan Carotenuti, appeals to the Chairperson or his or her designee, and responses from the ADA coordinator and Chairperson or his or her designee will be kept by The Rocky Hill Housing Authority for at least three years.

