

Millcreek Township
Grievance Procedure under The American's with Disabilities Act

This Grievance Procedure is established to meet the requirements of the American's with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Millcreek Township. The Township's Personnel Policy governs employment-related complaints of disability discrimination.

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 a tape 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/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Sheryl A. Williams
Assistant Secretary, ADA Coordinator, and Right-to-Know Officer
3608 West 26th Street, Erie, PA 16506

Within 30 calendar days after receipt of the complaint, Sheryl A. Williams or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Sheryl A. Williams or her designee 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 Millcreek Township and offer options for substantive resolution of the complaint.

If the response by Sheryl A. Williams or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 30 calendar days after receipt of the response to the Board of Supervisors or their designee. The appeal shall be in writing and filed with the Chairman of the Board of Supervisors, 3608 West 26th Street, Erie, PA 16506. The appeal must contain a statement of the reasons why the complainant is dissatisfied with the written decision, and must be signed by the complainant or by someone authorized to sign for the complainant.

Within 30 calendar days after receipt of the appeal, the Board of Supervisors or their designee will review the appeal, make a final determination, and 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 Sheryl A. Williams or her designee, appeals to the Board of Supervisors or their designee, and responses from these two offices will be retained by Millcreek Township for at least three years.