



Valerie Massard, President | Mary Waldron, Executive Director

(508) 583-1833

70 School Street, Brockton, MA 02301

www.ocpcrpa.org

Americans With Disabilities Act (ADA) Complaint Procedure

The following Complaint 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, and benefits by Old Colony Planning Council.

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 complaint such as personal interviews or a recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible, but no later than 300 calendar days after the alleged violation to:

Mary Waldron, Executive Director
Old Colony Planning Council
70 School Street, Brockton, MA 02301
Voice: 508-583-1833
Email: mwaldron@ocpcrpa.org

Within 15 calendar days after receipt of the complaint, Mary Waldron will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Mary Waldron will respond in writing, and, where appropriate, in a format accessible to the complainant. The response will explain the position of Old Colony Planning Council and offer options for substantive resolution of the complaint.

All complaints received by Mary Waldron, and responses will be kept by Old Colony Planning Council for at least three years.

To file a complaint alleging a violation of the State's Public Accommodation Law, contact the Massachusetts Commission Against Discrimination within 300 days of the alleged discriminatory conduct at:

Massachusetts Commission Against Discrimination (MCAD)
One Ashburton Place, 6th Floor. Boston, MA 02109
617-994-6171
TTY: 617-994-6196

<https://www.mass.gov/file-a-complaint-of-discrimination>