



COMMONWEALTH of VIRGINIA

Department of Veterans Services

John Maxwell
Commissioner

Telephone (804) 786-0286
Fax: (804) 786-0302

AMERICANS WITH DISABILITIES ACT - GRIEVANCE PROCEDURE POLICY STATEMENT

The Virginia Department of Veterans Services (VDVS) establishes this Grievance Procedure to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint or grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by VDVS. The Virginia Department of Human Resource Management's Policy governs employment-related complaints of disability discrimination.

It is the policy of the VDVS Commissioner to make every reasonable effort within his authority, to ensure full and fair access to VDVS occupied buildings and offices for persons with disabilities.

Process:

- The complaint should be in writing on the ADA Discrimination Complaint Form. Alternative means of filing grievances or complaints, such as personal interviews or tape recording, may be made available for persons with disabilities requiring use of such alternate means upon request.
- The complaint should contain information about the alleged discrimination such as name, address, phone number of complainant; and location, date and description of the alleged discrimination.
- The complaint should be submitted by the complainant and/or his/her designee as soon as possible but **no later than 60 calendar days** after the alleged violation.
- Within 21 calendar days after receipt of the complaint, the ADA Coordinator or designee may meet with the complainant either in person or by telephone, to discuss the complaint and the possible resolution, if the ADA Coordinator or designee determines such a meeting would be helpful to the determination.
- Within 21 calendar days after the meeting, or within 30 days after receipt of the complaint if there is not meeting, the ADA Coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the VDVS position and offer options for substantive resolution of the complaint.

AN EQUAL OPPORTUNITY/AA EMPLOYER
101 N. 14th Street, 17th Floor
Richmond, Virginia 23219
www.virginiaforveterans.com

If the response by the ADA Coordinator or designee does not resolve the issue to the satisfaction of the grievant, the grievant and/or his/her designee may:

- Within 30 days of the date of the ADA Coordinator's written response, appeal the decision to the VDVS Commissioner. Any appeal should be in writing. Alternate means of filing an appeal, such as personal interviews or a tape recording of the appeal, may be available for persons with disabilities requiring use of such alternate means upon request.
- Within 21 calendar days after receipt of the appeal, the VDVS Commissioner or designee may meet with the grievant, either in person or by telephone, to discuss the complaint and possible resolutions, if the VDVS Commissioner or designee determines such a meeting would be helpful to the determination.
- Within 21 calendar days after the meeting, or within 30 days after receipt of the appeal if there is no meeting, the VDVS Commissioner or designee will respond in writing, and, where appropriate, in a format accessible to the grievant, with a final resolution of the grievance or complaint.

All complaints should be submitted by the grievant as soon as possible, but no later than 60 days after the alleged violation to:

Virginia Department of Veterans Services
Lisa Cates, ADA Coordinator
101 N. 14th Street, 17th Floor
Richmond, Virginia 23219
Office: 804-225-4185 – Fax: 804-786-0302
Email: lisa.cates@dvs.virginia.gov

Virginia Relay - 711 (for the deaf or hard-of-hearing),

All written complaints or grievances received by the ADA Coordinator, appeals to the VDVS Commissioner, and responses from these two offices will be retained by VDVS for at least three years.



John Maxwell, Commissioner

1-6-2021
Date