

Virginia Department of Health Professions

Grievance Procedure under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12101 *et seq.* (“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 the Virginia Department of Health Professions (“DHP”). The policies of the Virginia Department of Human Resource Management govern 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 or his or her designee as soon as possible, but no later than 60 calendar days after the alleged violation. Complaints may be submitted to:

Erin Barrett
ADA Coordinator
9960 Mayland Drive
Suite 300
Henrico, VA 23233

Within 15 calendar days after receipt of the complaint, Erin Barrett or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Erin Barrett or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant. The response will explain the position of DHP and offer options for substantive resolution of the complaint, if possible.

If the response by Erin Barrett or her designee does not satisfactorily resolve the issue, the complainant or his or her designee may appeal the decision within 15 calendar days after receipt of the response to the Director of DHP or his or her designee.

Within 15 calendar days after receipt of the appeal, the Director of DHP or his or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director of DHP 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 Erin Barrett or her designee, appeals to the Director of DHP or his or her designee, and responses from these two offices will be retained by DHP for at least three years.