

# 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 (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 Shenandoah Area Agency on Aging. The agency'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 alleged discrimination. Alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request. A Seniors First ADA Grievance Form is available at [www.seniorsfirst.info](http://www.seniorsfirst.info) or from the Seniors First office at 207 Mosby Lane, Front Royal, VA 22630.

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 to:  
Robert D. Haas, ADA Coordinator, Shenandoah Area Agency on Aging,  
207 Mosby Lane, Front Royal, Virginia 22630. Telephone 540-551-5705 or by  
Email: [Robert.haas@seniorsfirst.info](mailto:Robert.haas@seniorsfirst.info)

Within 15 calendar days after receipt of the complaint, Mr. Haas or his designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, Mr. Haas or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, braille or audiotape. The response will explain SAAA's position and offer options for substantive resolution of the complaint.

If SAAA's response does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to: James A. Rothrock, Commissioner, Department for Aging and Rehabilitative Services, 8004 Franklin Farms Drive, Henrico, VA 23229-5019

Within 15 calendar days after receipt of the appeal, the Commissioner or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Commissioner or his 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 Mr. Haas or his designee, appeals to the Commissioner or his designee, and responses from these two offices will be retained by Seniors First for at least three years.