

**Roanoke Valley-Alleghany Regional Commission and
Roanoke Valley Area Metropolitan Planning Organization Grievance Procedure
Under the Americans with Disabilities Act (ADA)**

Although the Roanoke Valley-Alleghany Regional Commission (RVARC)/Roanoke Valley Area Metropolitan Planning Organization (RVAMPO) is not required by federal law to adopt grievance procedures under the ADA (U.S. Code of Federal Regulations, Title 28, Part 35, Subpart A, §35.107(b)), it is establishing this procedure to 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 RVARC and the RVAMPO. The RVARC 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.

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:

Bryan Hill
ADA Coordinator
Roanoke Valley-Alleghany Regional Commission
P.O. Box 2569
Roanoke, VA 24010
540-343-4417
TTY/TDD (for the deaf or hard-of-hearing),
1-800-828-1120, or 711

Within 15 calendar days after receipt of the complaint, Bryan Hill or his/her designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, Bryan Hill or his/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 RVARC's/RVAMPO's position and offer options for substantive resolution of the complaint.