

**LIBRARY OF VIRGINIA
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 Library of Virginia. LVA's 4.01 ADA Guideline 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) *Who may file.* An individual who believes that he or she or a specific class of individuals has been subjected to discrimination on the basis of disability by a public entity may, by himself or herself or by an authorized representative, file a complaint under this part.
- (b) *Time for filing.* A complaint must be filed not later than 180 days from the date of the alleged discrimination, unless the time for filing is extended by the designated agency for good cause shown. A complaint is deemed to be filed under this section on the date it is first filed with any Federal agency.

The complaint should be submitted by the complainant and/or his/her designee as soon as possible to:

Vanessa D. Anderson
ADA Coordinator
Library of Virginia
800 E. Broad Street
Richmond, VA 23219
(804) 692-3500 TTY: Use Relay 711
Email: humanresources@lva.virginia.gov

Within 15 calendar days after receipt of the complaint, Ms. Anderson or her designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, Ms. Anderson or 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 LVA's position and offer options for substantive resolution of the complaint.

If LVA'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 the Librarian of Virginia or his/her designee.

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