

**AMERICANS WITH DISABILITIES ACT
COMPLAINT PROCEDURES
ROANOKE COUNTY, VA**

This complaint procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) of 1990 and the ADA Amendments Act of 2008. 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 Roanoke County.

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, translators, or audio recording of the complaint will be made available for persons with disabilities upon request.

Complaints against the County must be submitted in a timely fashion to:

**Kristie Jordan, ADA Coordinator
Roanoke County Department of Human Resources
5204 Bernard Drive
Roanoke, VA 24018
(540) 772-2018
TTY: Dial 711
www.roanokecountyva.gov**

Within 30 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolution. Within 30 calendar days of the meeting, the ADA Coordinator or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording. The response will explain Roanoke County's position and offer options for substantive resolution of the complaint.

If Roanoke County's response does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the County Administrator or designee. Within a reasonable time, the County Administrator or designee will meet with the complainant and/or respond in writing and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording. The response will explain the position of Roanoke County and discuss possible resolutions if appropriate.

All written complaints received by the ADA Coordinator or designee, appeals to the County Administrator or designee, and responses will be retained by Roanoke County for at least three (3) years.

If the applicant, citizen or employee are unable to reach a resolution with County officials, a federal complaint must be filed with the Equal Employment Opportunities Commission or the Office of Civil Rights no later than 180 days after the alleged discriminatory act.