

Grievance procedure for complaints of discrimination on the basis of disability, related to program accessibility and physical accessibility as covered by the Americans With Disabilities Act (ADA).

The Americans with Disabilities Act (ADA) requires that public entities establish a procedure whereby individuals can make complaints of discrimination based on disability status in admission to, access to, and treatment in programs, services and activities provided by the public entity. This requirement is contained in title II of the ADA, 28 CFR 35.107, entitled "Non-Discrimination on the Basis of Disability in State and Local Government Services." (In accordance with federal law, a complaint alleging discrimination based on an individual's disability status may also be filed directly with an appropriate federal agency.)

Any 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 him or herself or by an authorized representative, file a complaint using our complaint form (see related link). Also covered are individuals who have a relationship or association with a person with a disability.

Other arrangements for submission of a complaint, such as an in-person interview or tape recording in lieu of a written complaint, shall be made available upon request by persons who have difficulty using a written format. The complaint must contain as much information as possible about the alleged discrimination, including the complainant's name, address, and day-time phone number.

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 Roanoke Sheriff's Office. The Roanoke Sheriff's Office 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 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 and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to the ADA Coordinator, David Stultz, at P.O. Box 494, Roanoke, VA 24003 or in person to 340 Campbell Avenue SW Roanoke, VA 24016.

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator 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 the position of the Roanoke Sheriff's Office and offer options for substantive resolution of the complaint.

If the response by ADA Coordinator or his/her designee 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 Sheriff or his/her designee.

Within 15 calendar days after receipt of the appeal, the Sheriff or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Sheriff 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 the ADA Coordinator or his/her designee, appeals to the Sheriff or his/her designee, and responses from these two offices will be retained by the Roanoke Sheriff's Office for at least three years.