



## ADA GRIEVANCE PROCEDURE FOR STATE-OPERATED FACILITIES

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 a facility operated by the Department of Behavioral Health and Developmental Services (“DBHDS” or “department”). The Virginia Department of Human Resource Management’s [ADA Policy](#) governs employment-related complaints of disability discrimination.

### Process:

- The Complaint should be in writing on the [ADA Complaint Form](#). Alternative means of filing grievances or complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.
- The complaint should contain information about the alleged discrimination such as name, address, phone number of complainant, location, date, and description of the alleged discrimination.
- The complaint should be submitted by the complainant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation.
- Within 15 calendar days after receipt of the complaint, the ADA Representative or their designee may meet with the complainant either in person or by telephone, to discuss the complaint and the possible resolution, if the ADA Representative or designee determines such a meeting would be helpful to the determination.
- Within 15 calendar days after the meeting, or within 30 days after receipt of the complaint if there is not a meeting, the ADA Representative or 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 facility’s position and offer options for substantive resolution of the complaint.

If the response by the ADA Representative or designee does not resolve the issue to the satisfaction of the grievant, the grievant and/or his/her designee may:

- Within 30 days of the date of the ADA Representative or designee response, appeal the decision to the DBHDS Facility Services ADA Coordinator. Any appeal should be in writing. Alternate means of filing an appeal, such as personal interviews or a tape recording of the appeal, may be available for persons with disabilities requiring use of such alternate means upon request.
- Within 15 calendar days after receipt of the appeal, the DBHDS Facility Services ADA Coordinator or designee may meet with the grievant, either in person or by telephone, to discuss the complaint and possible resolutions, if the DBHDS Facility Services ADA Coordinator or designee determines such a meeting would be helpful to the determination.
- Within 15 calendar days after the meeting, or within 30 calendar days after receipt of the appeal if there is no meeting, the DBHDS Facility Services ADA Coordinator or designee will respond in writing, and, where appropriate, in a format accessible to the grievant, such as large print, Braille or audio tape, with a final solution of the grievance or complaint.

All complaints should be submitted by the grievant and/or their designee as soon as possible, but no later than 60 days after the alleged violation to the appropriate contact below:

Location	Location Address	Location Phone Number	ADA Email
DBHDS, Central Office	1220 Bank St Richmond, VA 23219	Voice: (804) 786-3921 TTY/TDD: (804) 371-8977	
Catawba Hospital	5525 Catawba Hospital Dr Catawba, VA 24070	Voice: (540) 375-4200 TTY/TDD: 711	<a href="mailto:catw-adarep@dbhds.virginia.gov">catw-adarep@dbhds.virginia.gov</a>
Central State Hospital	26317 W. Washington St Petersburg, VA 23803	Voice: (804) 524-7000 TTY/TDD: 711	<a href="mailto:csh-adarep@dbhds.virginia.gov">csh-adarep@dbhds.virginia.gov</a>
Commonwealth Center for Children & Adolescents	1355 Richmond Rd Staunton, VA 24401	Voice: (540) 332-2100 TTY/TDD: 711	<a href="mailto:ccca-adarep@dbhds.virginia.gov">ccca-adarep@dbhds.virginia.gov</a>
Eastern State Hospital	4601 Ironbound Rd Williamsburg, VA 23188	Voice: (757) 253-5161 TTY/TDD: 711	<a href="mailto:esh-adarep@dbhds.virginia.gov">esh-adarep@dbhds.virginia.gov</a>
Hiram Davis Medical Center	110 7 <sup>th</sup> Ave Petersburg, VA 23803	Voice: (804) 524-7420 TTY/TDD: 711	<a href="mailto:hdmc-adarep@dbhds.virginia.gov">hdmc-adarep@dbhds.virginia.gov</a>
Northern VA Mental Health Institute	3302 Gallows Rd Falls Church, VA 22042	Voice: (703) 207-7100 TTY/TDD: 711	<a href="mailto:nvmhi-adarep@dbhds.virginia.gov">nvmhi-adarep@dbhds.virginia.gov</a>
Piedmont Geriatric Hospital	5001 E. Patrick Henry Hwy Burkeville, VA 23922	Voice: (434) 767-4401 TTY/TDD: 711	<a href="mailto:pgh-adarep@dbhds.virginia.gov">pgh-adarep@dbhds.virginia.gov</a>
Southeastern VA Training Center	2100 Steppingstone Sq Chesapeake, VA 23320	Voice: (757) 424-8240 TTY/TDD: 711	<a href="mailto:sevtc-adarep@dbhds.virginia.gov">sevtc-adarep@dbhds.virginia.gov</a>
Southern VA Mental Health Institute	382 Taylor Dr Danville, VA 24541	Voice: (434) 799-6220 TTY/TDD: 711	<a href="mailto:svmhi-adarep@dbhds.virginia.gov">svmhi-adarep@dbhds.virginia.gov</a>
Southwestern VA Mental Health Institute	340 Bagley Circle Marion, VA 24354	Voice: (276) 706-3300 TTY/TDD: 711	<a href="mailto:swvmhi-adarep@dbhds.virginia.gov">swvmhi-adarep@dbhds.virginia.gov</a>
Virginia Center for Behavioral Rehabilitation	4901 E. Patrick Henry Hwy Burkeville, VA 23922	Voice: (804) 766-3105 TTY/TDD: 711	<a href="mailto:vcbr-adarep@dbhds.virginia.gov">vcbr-adarep@dbhds.virginia.gov</a>
Western State Hospital	103 Valley Center Dr Staunton, VA 24402	Voice: (540) 332-8000 TTY/TDD: 711	<a href="mailto:wsh-adarep@dbhds.virginia.gov">wsh-adarep@dbhds.virginia.gov</a>

All written complaints received by the ADA Representative or their designee, appeals to the DBHDS Facility Services ADA Coordinator, and responses from these two offices will be retained by the facility for at least three years.