

Americans with Disabilities Act (ADA) Complaint Procedure

This Complaint Procedure is established to meet the requirements of the Americans with Disabilities Act (ADA) of 1990. 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 Rappahannock-Rapidan Community Services. RRCS's Human Resources 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 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:

Human Resources Manager
Rappahannock-Rapidan Community Services
15361 Bradford Road
PO Box 1568
Culpeper, VA 22701
54-825-3100 (phone)
540-829-5440 (fax)

Within 15 calendar days after receipt of the complaint, the RRCS Human Resources Manager or his/her designee will meet with the complainant to discuss the complaint and the possible resolution.

Within 15 calendar days of the meeting, the RRCS Human Resources Manager or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain RRCS's position and offer options for substantive resolution of the complaint. If RRCS'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 Executive Director or his/her designee. For complaints related to Transit services, the complainant and/or their designee may choose to appeal the decision to the Virginia Department of Rail and Public Transportation (DRPT) instead of the RRCS Executive Director.

Within 15 calendar days after receipt of the appeal, the Executive Director, or DRPT, or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director, or DRPT, or their 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 RRCS Human Resources Manager or his/her designee, appeals to the Executive Director, or DRPT, or their designee, and responses from these offices will be retained by RRCS Human Resources Office for at least three years.