

## Encompass Community Supports

Procedure Title: Americans with Disabilities Act (ADA) Complaint Procedure  
Procedure #: 2304  
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Effective Date: 8/8/2023  
Date Reviewed: 7/25/2023  
Date Revised: 1/19/2024

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### **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 Encompass Community Support (ECS). ECS's Human Resources Policy governs employment-related complaints of disability discrimination and ECS's Office of Integrity governs all other complaints.

The Complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainants; 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:

#### **Employment Concerns:**

Senior Director of Human Resources  
Encompass Community Supports  
15361 Bradford Road  
PO Box 1568  
Culpeper, VA 22701  
[Mthomas@ECSVA.org](mailto:Mthomas@ECSVA.org)  
54-825-3100 (phone)

#### **All Other Concerns:**

Office of Integrity  
Encompass Community Supports  
15361 Bradford Road  
PO Box 1568  
Culpeper, VA 22701  
[IntegrityOffice@ECSVA.org](mailto:IntegrityOffice@ECSVA.org)  
54-825-3100 (phone)

Within 15 calendar days after receipt of the complaint, the complainant will be contacted to discuss the complaint and possible resolution.

Within 15 calendar days of the meeting, either the ECS Department of Human Resources or Office of Integrity, or designee, will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain ECS's position and offer options for substantive resolution of the complaint. If ECS'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 ECS 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 ECS Department of Human Resources, the ECS Office of Integrity, appeals to the Executive Director, or DRPT, or their designee, and responses from these offices will be retained by the appropriate ECS department for at least three years.

### **Related Policy**

Unknown 1/19/2024