1.0 **Purpose and Need**

The City of Virginia Beach is committed to providing grievance procedures to address complaints from citizens and employees with regard to discrimination or intimidation based on a disability in City of Virginia Beach programs, activities and employment. Use of the City’s procedures is not a prerequisite to the pursuit of other remedies. The purpose of this directive is to establish grievance procedures to ensure compliance with and meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”).

2.0 **Administrative Directive**

2.1 This Grievance Process may be used by anyone who wishes to file a complaint alleging discrimination on the basis of a disability in the provision of services, activities, programs or benefits by the City of Virginia Beach. The City’s Human Resources policies govern employment-related complaints of disability discrimination.

2.2 Individuals have the right to prompt and equitable resolution of complaints. Pursuit of other remedies, such as the filing of a complaint with the Department of Justice, or other appropriate federal, state or local agency, or the filing of a suit in state or federal court will not preclude the individual’s right to utilize the City’s established grievance procedures.

2.3 Citizens who believe they do not have access to or feel they have been discriminated against by a City program or activity on the basis of a disability may utilize this Grievance Procedure.

3.0 **Procedure to Accomplish Directive**

3.1 All complaints should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, specific location, date, and a description of the problem or occurrence. 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.

3.2 The complaint should be submitted by the grievant, or designee, as soon as possible, but no later than 60 calendar days after the alleged violation to the below:

   City of Virginia Beach  
   City Manager’s Office  
   Attn: ADA Coordinator  
   2401 Courthouse Drive, Building 1  
   Virginia Beach, Virginia 23456  
   Phone: (757) 385-8444  
   Email: ADACoordinator@vbgov.com

3.3 Within 15 calendar days after receipt of the complaint or at a time agreed upon by the complainant, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and the possible resolutions.

3.4 Within 15 days of the meeting, the ADA Coordinator 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 position of the City of Virginia Beach and offer options for substantive
resolution of the complaint.

3.5 If the response by the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant, or designee, may appeal the decision within 15 calendar days after receipt of the response to the City Manager or designee.

3.6 Within 15 calendar days after receipt of the appeal, the City Manager or designee will meet with the complainant to discuss the complaint and possible resolution. Within 15 calendar days after the meeting, the City Manager or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

3.7 Complaint Retention - All written complaints received by the ADA Coordinator or designee, appeals to the City Manager or designee and responses from these two offices shall be retained by the City of Virginia Beach for at least three years.

4.0 Responsibility and Authority

4.1 Compliance - The City’s ADA Coordinator has been designated by the City Manager to coordinate compliance with the requirements set forth in The Americans with Disabilities Act of 1990 (ADA) regarding the participation in a City program, service, or activity by a resident of, or visitor to the City of Virginia Beach.

4.2 Grievances - The City’s ADA Coordinator, or designee, is responsible for investigating and responding to all submitted written complaints, or those provided by alternative means by individuals with disabilities in accordance with this directive.

4.3 Administrative Directive - The City’s ADA Coordinator will be responsible for reviewing this directive every three years (or as needed to reflect changes to law or current process).

4.4 Contact Information - The City’s ADA Coordinator can be reached at:

City of Virginia Beach
City Manager’s Office
Attn: ADA Coordinator
2401 Courthouse Drive, Building 1
Virginia Beach, Virginia 23456
Phone: (757) 385-8444
Email: ADACoordinator@vbgov.com