



TO ENHANCE THE QUALITY OF LIFE FOR ALL OLDER CITIZENS.

ADA COMPLAINT PROCEDURES

RAPPHANNOCK AREA AGENCY ON AGING d/b/a HEALTHY GENERATIONS

This grievance 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 Rappahannock Area Agency on Aging d/b/a Healthy Generations Area Agency on Aging (the Agency).

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, such as personal interviews or tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted no later than 60 calendar days after the alleged violation to:

Attn: Mobility Manager
Rappahannock Area Agency on Aging d/b/a Healthy Generations
460 Lendall Lane
Fredericksburg, VA 22405
Telephone Number: (540) 371-3375
Email address: titleVI@healthygenerations.org

Within 15 calendar days after receipt of the complaint, the Mobility Manager or their designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, the Mobility Manager or his 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 Agency's position and offer options for substantive resolution of the complaint.

If the Agency's response does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the Secretary of Transportation.

All written complaints received by the Agency, appeals to the Secretary of Transportation, and responses from these two offices will be retained by the Agency for at least three years.

**460 LENDALL LANE
FREDERICKSBURG, VA 22405
PHONE: (540) 371-3375 FAX: (540) 371-3384
MOBILITY OPTIONS: (540) 656-2985
WWW.HEALTHYGENERATIONS.ORG**