

# **Lake Country Area Agency on Aging Grievance Procedure**

## **FOR PUBLIC TRANSPORTATION**

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, or programs by Lake Country Area Agency on Aging

The Complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant, 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 by the complainant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Joel Fescharek

LCAAA Transportation Coordinator

1105 W Danville St.

South Hill, VA 23970

434-447-7661

Within 15 calendar days after receipt of the complaint Joel Fescharek or their designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days Joel Fescharek or their 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 Lake Country Area Agency on Aging's position and offer options for substantive resolution of the complaint.

If Lake Country Area Agency on Aging's response does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days' after receipt of the response to the Virginia Department of Rail and Public Transportation.

All written complaints received by Joel Fescharek or their designee, appeals to the Department of Rail and Public Transportation or their designee, and responses from these two offices will be retained by Lake Country Area Agency on Aging for at least three years.