

## **VIRGINIA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES**

### **Grievance Procedure Under the Americans with Disabilities Act**

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, programs or benefits by the Virginia Department of Agriculture and Consumer Services (VDACS).

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 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 180 calendar days after the alleged violation to:

Linda Cole  
ADA Coordinator  
Virginia Department of Agriculture and Consumer Services  
102 Governor Street, Room 246  
Richmond, VA 23219  
TTY/TDD (for the deaf or hard-of-hearing),  
1-800-828-1120, or 711  
[hr.vdacs@vdacs.virginia.gov](mailto:hr.vdacs@vdacs.virginia.gov)

Within 15 calendar days after receipt of the complaint, Ms. Cole or her designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, Ms. Cole or her 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 VDACS position and offer options for substantive resolution of the complaint.

If VDACS 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 Secretary of Agriculture and Forestry or their designee.

Within 15 calendar days after receipt of the appeal, the Secretary of Agriculture and Forestry or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Secretary of Agriculture and Forestry 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 Ms. Cole or her designee, appeals to the Secretary of Agriculture and Forestry or their designee, and responses from these two offices will be retained by VDACS for at least three years.