

Grafton Integrated Health Network ADA COMPLAINT PROCEDURES

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 Grafton Integrated Health Network.

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:

Grafton Integrated Health Network
ATTN: Compliance Supervisor
P.O. Box 2500
Winchester, VA 22604
By Email at compliance@grafton.org
By Phone Via 711

Within 5 calendar days after receipt of the complaint, the Compliance Supervisor or their designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, the Compliance Supervisor or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain Grafton's position and offer options for substantive resolution of the complaint.

If Grafton'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 or other applicable State Agency relevant to complaint.

All written complaints received by Grafton, appeals to the Secretary of Transportation or other oversight agency, and responses from these offices will be retained by Grafton for at least three years.