

**City of Roanoke Redevelopment and Housing Authority (RRHA)**  
**Grievance Procedures Under**  
**Americans with Disabilities Act and**  
**Section 504 of the Rehabilitation Act of 1973**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. 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 RRHA. RRHA's Personnel Policy and Procedures Manual governs employment-related complaints of disability discrimination.

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 problem. Alternative means of filing complaints, such as personal interviews or a recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 30 calendar days after the alleged violation to:

Joel Shank  
Vice President of Operations  
ADA/Section 504 Coordinator  
2624 Salem Turnpike, NW,  
Roanoke, VA 24017

Within 15 calendar days after the receipt of the complainant, Joel Shank or his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, Joel Shank or his designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio recording. The response will explain the position of RRHA and offer options for substantive resolution of the complaint.

If the response by Joel Shank or his designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to Glenda Edwards Goh, Executive Director, or her designee.

Within 15 calendar days after the receipt of the appeal, Glenda Edwards Goh or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Glenda Edwards Goh, or her 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 Joel Shank or his designee, appeals to Glenda Edwards Goh, or her designee, and responses from these two offices will be retained by RRHA for at least three years from date when complaint was initially received.