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# VIRGINIA BOARD FOR PEOPLE WITH DISABILITIES

## Commonwealth of Virginia

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### **Board Policy 12.0: Complaints**

The Virginia Board for People with Disabilities seeks to ensure satisfaction with the activities it undertakes and its interactions with public and private organizations and its constituent communities.

#### **I. Complaint Procedure**

##### **A. Complaints about Board or Grantee Activities.**

1. An individual who is not satisfied with a decision, procedure or service received from the Board staff may file a complaint with the Executive Director in accordance with this procedure.
2. An individual who is not satisfied with a decision, procedure or service received from a grant project funded by the Board may also file a complaint in accordance with this procedure. Such complaints will be investigated only after the complainant has attempted to resolve the matter directly with staff or the grant project.
3. A complaint must be submitted within 21 days after the person knows or should have known the matter which is the subject of the complaint.
4. A complaint may be submitted by mail, fax, or e-mail to:  
  
Executive Director  
Virginia Board for People with Disabilities  
202 N. Ninth Street, 9<sup>th</sup> Floor  
Richmond, VA 23219  
  
Fax: (804) 786-7118  
E-mail: [lawyerhl@vbpd.state.va.us](mailto:lawyerhl@vbpd.state.va.us)
5. A complaint must contain the following:
  - ◆ A description of the complainant's interest in the matter.
  - ◆ The issue(s) to be resolved and the remedy (s) requested.
  - ◆ The complainant's rationale supporting the complaint, including any relevant facts and applicable law, rule or other legal authority.

- ◆ The complainant's affirmation that the facts set forth in the complaint are true.
- 6. The Executive Director shall conduct an investigation of each complaint, or assign staff for such investigations, and prepare a summary of findings, recommendations and final disposition. A copy of that summary shall be provided to the complainant and each person who was a subject of the complaint. All complaints shall be resolved in an expeditious manner.
- 7. The Board Chairperson shall coordinate any investigation if the subject of the complaint includes the Executive Director or a Board member.
- 8. The decision of the Executive Director or Board Chair when coordinated in that manner, shall be final.

## **B. Documentation of Complaints**

1. The Executive Director or designee shall maintain a file on each written complaint filed with the Board. The file shall include:
  - a) The name of the person who filed the complaint.
  - b) The date the complaint was received.
  - c) The subject matter of the complaint.
  - d) The name of each person contacted in relation to the complaint.
  - e) A summary of the results of the review or investigation of the complaint.
  - f) A brief explanation of the reason that no action was taken subsequent to an investigation of the complaint.
2. Upon receipt of a complaint conforming to the requirements above, the Executive Director or designee shall acknowledge receipt in writing to the complainant within 10 workdays of receipt and provide the complainant with a copy of the Board's policy regarding complaint investigation and resolution.
2. The Executive Committee shall be updated at least quarterly of the status of all complaints until they are resolved.
3. All complaints will be reviewed and investigated in a confidential manner.

Adopted by the Virginia Board for People with Disabilities

Date: May 5, 2004