

## ADA Complaint Procedures

### Louise W. Eggleston Center, Inc.

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 the Louise W. Eggleston (Eggleston).

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:

ADA Coordinators	Contact Information
<p><b>Helene Russell</b> Chief People Officer</p> <p>or</p> <p><b>Zakiya Hoyett</b> Vice President, Culture &amp; Compliance</p>	<p><b>Address</b> Eggleston Corporate Office 5145 E. Virginia Beach Blvd Norfolk, Virginia 23502</p> <p><b>Phone</b> 757.858.8011</p> <p><b>Fax</b> 757.402.3658</p> <p><b>Email</b> hr@egglestonservices.org</p>

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolution. Within 15 calendar days of the meeting, the ADA Coordinator 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 Eggleston's position and offer options for substantive resolution of the complaint.

If Eggleston'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.

All written complaints received by Eggleston, appeals to the Secretary of Transportation, and responses from these two offices will be retained by Eggleston for at least three years.