



VIRGINIA STATE BAR

Americans with Disabilities Act (ADA) Grievance Procedure

As required by the Americans with Disabilities Act of 1990 (ADA), the Virginia State Bar (VSB) has established the ADA Grievance Procedure to ensure the prompt and equitable resolution of complaints alleging discrimination on the basis of disability in the provision of programs, services, and activities by the VSB.

Complaints related to ADA concerns should be submitted by the complainant or his or her designee as soon as possible but no later than thirty (30) calendar days after the alleged violation to:

VSB ADA coordinator

Virginia State Bar

1111 E. Main Street, Suite 700

Richmond, VA 23219

adacoordinator@vsb.org

Complaints should be submitted in writing using the VSB ADA Grievance Form unless the complainant's disability prevents him or her from filing a written complaint. Alternative means of filing complaints, such as a personal interview or audio recording of the complaint, will be made available for persons with disabilities upon request.

Within five (5) calendar days from receipt of the complaint, the VSB ADA coordinator or his or her designee will contact the complainant to confirm receipt of the complaint.

Within fifteen (15) business days from receipt of the complaint, the VSB ADA coordinator or designee will offer to meet and/or confer with the complainant in person, electronically, or by telephone to discuss the nature of the complaint and possible resolutions.

Within fifteen (15) business days from the meeting or within thirty (30) business days from receipt of the complaint if there is no meeting, the VSB ADA coordinator or designee will respond in writing, and where appropriate, in a format accessible to the complainant such as an audio recording, with options for substantive resolution of the complaint.

If the response by the VSB ADA coordinator does not satisfactorily resolve the issue, the complainant or designee may appeal the decision within fifteen (15) business days from receipt of the response to the VSB executive director. The appeal should be in writing unless alternative means are being utilized. Within fifteen (15) business days from receipt of the appeal, the VSB executive director will offer to meet and/or confer with the complainant in person, electronically, or by telephone to discuss the complaint and possible resolutions.

Within fifteen (15) business days from the meeting or within thirty (30) business days from receipt of the appeal if there is no meeting, the VSB executive director will respond in writing, and where appropriate, in a format accessible to the complainant such as an audio recording, with a final resolution of the complaint.

November 2024