

**VIRGINIA ABC AUTHORITY**  
**Grievance Procedure under**  
**the Americans with Disabilities Act**

This grievance procedure is established to meet the requirements of the ADA. 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 Virginia ABC Authority.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number, email address of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted as soon as possible, preferably within 60 calendar days of the alleged violation to:

Candace Frost  
ADA Coordinator  
7450 Freight Way, Mechanicsville, VA 23116  
[ADACoordinator@virginiaabc.com](mailto:ADACoordinator@virginiaabc.com)  
(804) 250-1812

Within 15 calendar days after receipt of the complaint, Candace Frost will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Candace Frost will respond in writing, and where appropriate, in a format that is accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Virginia ABC Authority and offer options for substantive resolution of the complaint.

If the response by Candace Frost does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to Travis Hill, Chief Executive Officer or designee.

Within 15 calendar days after receipt of the appeal, Travis Hill, Chief Executive Officer or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, Travis Hill, Chief Executive Officer or designee will respond in writing, and, where appropriate, in a format that is accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Candace Frost or her designee, appeals to Travis Hill, Chief Executive Officer or his designee, and response from these offices will be retained by Virginia ABC Authority for at least three years.

## **Americans with Disabilities Act Grievance Procedure**

Complaints concerning discrimination on the basis of disability by Virginia ABC Authority may be sent to:

Candace Frost  
ADA Coordinator  
7450 Freight Way, Mechanicsville, VA 23116  
[ADACoordinator@virginiaabc.com](mailto:ADACoordinator@virginiaabc.com)  
(804) 250-1812

Candace Frost will contact the complaint within 15 calendar days after receipt of the complaint to discuss the complaint and will respond in writing within 15 days of the discussion.

# NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), Virginia ABC Authority will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** Virginia ABC Authority does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

**Effective Communication:** Virginia ABC Authority will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Virginia ABC Authority's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** Virginia ABC Authority will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Virginia ABC Authority's offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Virginia ABC Authority, should contact Candace Frost, ADA Coordinator, 7450 Freight Way, Mechanicsville, VA 23116, [ADACoordinator@virginiaabc.com](mailto:ADACoordinator@virginiaabc.com), (804) 250-1812, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require Virginia ABC Authority to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of **Virginia ABC Authority** is not accessible to persons with disabilities should be directed to Candace Frost, ADA Coordinator, 7450 Freight Way, Mechanicsville, VA 23116, [ADACoordinator@virginiaabc.com](mailto:ADACoordinator@virginiaabc.com), (804) 250-1812.

**Virginia ABC Authority** will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.