

The Virgin Islands Consortium

New ADA Grievance Procedure In Effect

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The Mapp administration has set up a new grievance procedure to meet the requirements of the Americans with Disabilities Act of 1990 (ADA) that is to be used by anyone wishing to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Government of the Virgin Islands.

The announcement was made by Government House on Thursday night.

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 through personal interviews or a tape recording of the complaint, will be made available upon request.

The complaint should be submitted by the complainant and/or a designee no later than 60 calendar days after the alleged violation to:

Jamila A. Russell, VI Territorial ADA Coordinator - Office of the Governor, Arthur Abel Complex - 315 Prince Street - Frederiksted, VI 00840. Russell may also be reached at (340) 772- 1000 (office), (340) 227-2348 (cellular), (340) 692-1592 (TTY) or by sending email to jamila.russell@go.vi.gov.

Within 15 calendar days after receipt of the complaint, Russell or her designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days of the meeting, Russell or her 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 the position of the Government of the Virgin Islands and offer options for substantive resolution of the complaint.

If Russell's response or that of her 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 the VI Attorney General or his/her designee at: 34-38 Kronprindsens Gade GERS Complex – 2nd Floor - St. Thomas, VI 00802-5749.

Within 15 calendar days after receipt of the appeal, the VI Attorney General or his/her designee will meet with the complainant to discuss the complaint and possible resolutions.

Within 15 calendar days after the meeting, the VI Attorney General or his/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 Russell or her designee appeals to the VI Attorney General or his/her designee, and responses from these two offices will be retained by the Government of the Virgin Islands for at least three years.

The government's personnel policy governs employment-related complaints of disability discrimination.

Image Credit: Gentside