ADA Notice and Complaint Procedures
In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the Piedmont Senior Resources Area Agency on Aging (the Agency) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The Agency does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations by the U.S. Equal Employment Opportunity Commission.

Effective Communication: The Agency will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in our 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: The Agency 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.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in our program, service, or activity, should contact ADA Coordinator Thomas Jordan Miles III at 434-767-5588 or jmiles@psraaa.org as soon as possible but no later than 48 hours before the scheduled event.

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

Complaints that an Agency program, service, or activity is not accessible to persons with disabilities should be directed to our ADA Coordinator Thomas Jordan Miles III at 434-767-5588 or jmiles@psraaa.org.

The Agency 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.

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 Piedmont Senior Resources Area Agency on Aging (the Agency).

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 Coordinator Thomas Jordan Miles III
1413 S. Main St. Farmville, VA 23901
TTY / TDD 434-767-5588 or 711
Email: jmiles@psraaa.org

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 his 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 Authority's position and offer options for substantive resolution of the complaint.

If the Authority'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 the Authority, appeals to the Secretary of Transportation, and responses from these two offices will be retained by the Authority for at least three years.