



VIRGINIA OFFICE FOR PROTECTION AND ADVOCACY (VOPA) COMPLAINTS AND GRIEVANCES

COMPLAINT

A complaint is when you contact our Office and let us know that you are not happy because of something we did or did not do. There are many reasons why you may feel you need to file a complaint. Some examples of complaints would be if we returned your telephone call at a time that was not good for you or if you feel we have not shown you concern about your situation. Whatever your reason is, you have the right to file a complaint. Anyone that applies for our services can file a complaint. This includes you, a family member, or your representative.

We ask that you share your feelings with the person who helped you with your problem or situation. If you would feel better filing your complaint with someone else, you may contact that person's supervisor at 1-800-552-3962. It doesn't matter who you contact.

GRIEVANCE

A grievance is when you contact our Office in writing, to let us know that you did not like our action or decision. You, a family member, or your representative may make a grievance if:

- You think that we should have given you some type of service.
- You are not happy with the service that we did provide you.
- You think we did not meet our legal obligation to you.
- You think we discriminated against you because of your disability, race, or something else.

If you want to make a grievance, you need to contact our Office. You have thirty (30) calendar days to make a grievance. Please send us the following information:

- Your name, address, telephone number, and the disability you have.
- The action or decision you disagree with and the approximate date of our decision.
- What you want us to do about it.
- Send any other information you think might help clear this up.

If you are unable to write, anyone in our office can help you write up the grievance, but we cannot tell you what to write in the grievance. VOPA will review your grievance and all supporting materials. You will receive a written response as soon as possible.

If you have questions about how to make a complaint or grievance, anyone who works here can help you. Call us at 1-800-552-3962; e-mail us at: general.vopa@vopa.virginia.gov; or write to us at:

COMPLAINT/GRIEVANCE
Virginia Office for Protection and Advocacy
1910 Byrd Avenue, Suite 5
Richmond, Virginia 23230

We will give you a copy of our Complaint and Grievance Policy if you ask for one.