



**Bay Aging/Bay Transit  
Grievance Procedure Under  
the Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (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 Bay Aging/Bay Transit. Bay Aging's Personnel Policy governs employment-related complaints of disability discrimination.

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 by the complainant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Ken Pollock  
ADA Coordinator  
Bay Aging  
PO Box 610

Urbanna, VA 23175

[kpollcock@bayaging.org](mailto:kpollcock@bayaging.org)

TTY/TDD (for the deaf or hard-of-hearing),  
1-800-828-1120, or 711