

How do I file a complaint?

You have the right to complain if you believe NRVCS has violated an individual's rights. You have the right to a timely and fair review of any complaint.

1. Complaints can be reported to the NRVCS Internal Advocate – **or** – the Commonwealth of VA Regional Human Rights Advocate. *See below for contact information.
2. The Regional Human Rights Advocate is immediately notified if the complaint is made only to the Internal Advocate. The NRVCS Internal Advocate is immediately notified if the complaint is made only to the Regional Human Rights Advocate.
3. The complaint will be discussed with you and the complaint process will be explained.
4. You may choose to pursue your complaint through the informal process or the formal process.
5. If the complaint is pursued through the informal process, these steps are followed:
 - a. We will try to resolve the complaint immediately. If the complaint is resolved, no further action is required.
 - b. If the complaint is not resolved within 5 working days, it will be referred for resolution under the formal process.
6. If the complaint is pursued through the formal process, these steps are followed:
 - a. We will meet with you and any representative you choose within 24 hours. We will conduct an investigation if necessary.
 - b. We will give you a written preliminary decision and, if necessary, an action plan for resolving the complaint within 10 working days.
 - c. If you disagree with the decision, you can respond in writing within 5 days. If you do not respond within 5 days, the complaint will be closed.
 - d. After receiving your written report of disagreement, we will investigate further and make a final decision. A written copy of the final decision will be sent to you and the Regional Human Rights Advocate within 5 days of receiving your written report of disagreement. If you do not respond to the final decision, the complaint will be closed.
 - e. If you disagree with the final decision, you may file a petition for a hearing by the Local Human Rights Committee.

*The NRVCS Internal Advocate is Val. Nelson. The State Human Rights Advocate is Dwayne Lynch. At any time during the complaint resolution process, you may contact either Advocate for assistance.

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