
Complaint/Grievance Contacts: Correctional Settings

It can be difficult to know where to turn when you have a complaint or concern with a jail or prison. The chart below can help you determine who may be able to assist when you have a complaint.

If your complaint is with the jail or prison, it is important to file a grievance with the jail/prison first and exhaust the grievance procedure.

IF YOU HAVE A COMPLAINT ABOUT...

YOU CAN COMPLAIN TO...

Accommodations for a disability

Department of Justice, Americans with Disabilities (ADA)

Examples:

- Cell not accessible for wheelchair
- Denied assistive technology such as hearing aids, eye glasses, walker, etc.
- Relying on others to write or read your letters, requests services, etc.

Mail complaint to:

US Department of Justice
950 Pennsylvania Avenue
NW Civil Rights Division
Disability Rights Section –
1425 NYAV
Washington, D.C. 20530

Letter must contain:

- You full name and contact information
 - Name and contact information of who discriminated against you
 - Brief description
 - Best way to communicate with you
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Licensed Health Professional (such as doctor, psychiatrist, counselor)

Virginia Department of Health Professions (DHP)

How to submit complaint:

- Toll-free: 800-533-1560
- Phone: 804-367-4691
- Mail:
Virginia Department of Health Professions
Enforcement Division
Perimeter Circle
9960 Mayland Dr, Suite 300
Henrico, VA 23233
- Email:
enfcomplaints@dhp.virginia.gov

Other Contact information:

- Website: dhp.virginia.gov
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Attorney

Virginia State Bar (VSB)

Mail complaint to:

Intake Office
1111 East Main St, Suite 700
Richmond, VA 23219

Other Contact Information:

Letter must contain:

- You full name and contact information
- Lawyers full name and address
- Brief description
- Your signature

- Toll-free: 800-828-1120
 - Phone: 804-775-0570
 - Email: webintake@vsb.org
 - Website: vsb.org
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IF YOU HAVE A COMPLAINT ABOUT...

YOU CAN COMPLAIN TO...

Medicaid Fraud

Medicaid Fraud Control Unit (MFCU)

Submit complaint via:

- Toll-free: 800-371-0824
- Phone: 804-371-0779
- Email:
MFCU_mail@oag.state.va.us

Other Contact Information:

- Website: oag.state.va.us

Sexual Abuse or Sexual Harassment

Prison Rape Elimination Act (PREA)

Submit complaint via:

- PREA Officer at the prison/jail
- Toll-free: 855-602-7001
- Email: PREAGrievance@vadoc.virginia.gov

Human Rights Regulations violations*
*Only applies to jails that receive mental health services from a Community Services Board (CSB). Does not apply to Virginia Department of Corrections (prisons).

Department of Behavioral Health and Developmental Services (DBHDS)

Ask to speak with the Human Rights Advocate assigned to the CSB to file complaint.

- Phone: 804-786-3921

Other Contact Information:

- Website: dbhds.virginia.gov
- Address:
P.O. Box 1797
Richmond, VA 23218-1797

Examples:

- Not receiving mental health services such as treatment, medications, etc.
 - Denied access to medical and/or mental health records
 - Personal information not kept private such as diagnosis, medications taken, etc.
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