



ADA Grievance Process

HopeWay is committed to providing a fair, accessible, timely, and impartial way to raise concerns about disability access or discrimination. Filing a grievance will not affect your access to care or services, and retaliation is prohibited.

Who May File a Grievance

A grievance may be filed by a prospective, current, or former client; a family member, caregiver, legal guardian, authorized representative, visitor, contractor, vendor, or member of the public who interacts with HopeWay's programs, services, activities, facilities, admissions process, or communications.

Concerns You May Raise

You may file a grievance if you believe HopeWay has not provided equal access, has denied or failed to implement a reasonable accommodation or modification, has not provided effective communication, or has otherwise discriminated on the basis of disability.

Examples include concerns about:

- An accommodation or modification request
- Communication assistance or interpreter services
- Physical, website, or digital accessibility
- Service animal access
- Admissions or program participation
- A failure to conduct an individualized assessment
- Disability-related harassment or retaliation
- Other disability-related barriers involving access, participation, communication, or treatment

How to File a Grievance

You may submit a grievance verbally or in writing, by telephone, by email, through an authorized representative, or through another accessible communication method. You do not have to use a specific form, cite a law, use legal terminology, or submit a written complaint before HopeWay will accept your concern. HopeWay will provide reasonable assistance if you need help completing the process.

Contact the ADA Coordinator

Katy Horton, LCMHC

Director of Admissions & ADA Coordinator

Phone: 980-859-2106

Email: ADA@hopeway.org

Mail: HopeWay, Attn: ADA Coordinator, 1717 Sharon Road West, Charlotte, NC 28210

Helpful Information to Include

If available, please provide your name and contact information, a description of the concern, the date or dates involved, the program, service, or location involved, the names of people involved if known, the outcome you are requesting, and any supporting information. You may still file a grievance if you do not have all of these details.

What Happens After You File

1. **We acknowledge your grievance.** When contact information is available, HopeWay will generally confirm receipt within five business days and explain the next steps.



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2. **We review your concern.** The ADA Coordinator or a qualified designee will conduct a fair, objective, and impartial review. This may include speaking with involved individuals, reviewing records and communications, and consulting appropriate leadership.
3. **We may resolve the concern promptly.** When appropriate, HopeWay may address the issue through an immediate accommodation, correction of an accessibility barrier, resolution of a communication issue, clarification, or another mutually acceptable action. You may still request a formal review.
4. **We provide a determination.** HopeWay will generally provide a written response within 30 calendar days after receiving the grievance. If more time is reasonably needed, HopeWay will notify you and provide an updated anticipated completion date.
5. **We take corrective action when appropriate.** Actions may include implementing an accommodation, improving accessibility or communication, revising a process or policy, providing education, or taking other appropriate steps.

If You Disagree with the Decision

You may submit a written appeal, generally within 15 calendar days after receiving the grievance determination. The appeal should identify the decision being appealed, explain why you disagree, and include any additional supporting information.

The Chief Executive Officer or another designated reviewer who was not involved in the original review will consider the appeal. HopeWay will generally issue a final written decision within 30 calendar days after receiving the appeal.

Urgent Concerns, Privacy, and Non-Retaliation

An urgent health, safety, communication, or access concern may be addressed immediately while the grievance review continues.

HopeWay will make reasonable efforts to protect your privacy. Information will be shared only with people who have a legitimate need to know in order to review the concern, take corrective action, support accessibility and quality improvement, or meet legal obligations.

HopeWay prohibits retaliation against anyone who requests an accommodation, raises an accessibility concern, files a grievance, participates in a review, or exercises disability-related rights.

External Complaint Options

You are not required to complete HopeWay's internal grievance process before pursuing an external complaint or other remedy available under law. Depending on the circumstances, options may include:

- U.S. Department of Justice, Civil Rights Division
- U.S. Department of Health and Human Services, Office for Civil Rights
- North Carolina Division of Health Service Regulation
- North Carolina Human Relations Commission
- The Joint Commission
- Another agency with authority over the concern

Using HopeWay's grievance process does not waive or limit any rights or protections available under federal or state law.