

	SECTION 504 [ADA] GRIEVANCES	STANDARD OPERATING PROCEDURE
		Policy Ref: AG.404_Section 504 [ADA] Grievances
Enacted:	Owner: Administration	Revision Date: 01/18

Printed copies are for reference only. Please refer to the electronic copy of this document for the latest version.

#### **OVERVIEW:**

Federal regulations require both patients and staff to have the ability to file a grievance if they feel they have been discriminated against on the basis of disability.

#### **RESPONSIBILITY:**

The Chief Human Resources Officer as the designated Section 504 Coordinator for Open Door Community Health Centers (ODCHC) has the responsibility to receive, investigate and report the results of the grievance complaint process.

#### **PROCEDURE:**

1. Submission: The Grievance must be submitted to ODCHC within 30 days of the date the person filing the grievance first becomes aware of the alleged discriminatory action. The grievance must be in writing, and include:
  - a. The name and address of the grievant (person filing)
  - b. A description of the problem or action alleged to be discriminatory
  - c. The remedy or relief sought by the grievant.
2. Response: The Section 504 Coordinator will arrange for investigation of the grievance, ensuring that all interested persons have an opportunity to submit evidence relevant to the grievance, and will issue a written decision within 30 business days. A file of records relevant to the grievance will be maintained in Human Resources.
3. Appeal: The person filing the grievance may appeal the decision of the Section 504 Coordinator by submitting a written appeal to the Chief Operations Officer within 15 business days of the above decision. The Chief Operations Officer will issue a written decision in response to the appeal within 30 business days.

#### **REFERENCES:**

*Section 504 of the Rehabilitation Act*

#### **ASSOCIATE DOCUMENTS:**

*AG\_Section 504 [ADA] Grievances*

*OPS.009 Section 504 ADA Grievances (Retired)*

#### **KEYWORD TAGS:**

*Grievance, ADA, disability, discrimination*