

SECTION 504 GRIEVANCE PROCEDURE

It is the policy of Broughton Hospital not to discriminate on the basis of disability. Broughton Hospital has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) or the US Department of Health and Human Services regulations implementing the Act. Section 504 states, in part, that “no otherwise qualified handicapped individual...shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance...” The Law and Regulations may be examined in the office of the Regulatory Compliance Officer/Section 504 Compliance Coordinator, who has been designated to coordinate the efforts of Broughton Hospital to comply with Section 504.

Any person who believes he or she has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for Broughton Hospital to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Section 504 Compliance Coordinator within thirty (30) days of the date the person filing the grievance becomes aware of the alleged discriminatory action. A complaint must be in writing, containing the name and address of the person filing it. A patient may use the Patient Grievance Process/Form to lodge a complaint. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 504 Compliance Coordinator (or his/her designee) shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 504 Compliance Coordinator will maintain the files and records of Broughton Hospital relating to such grievances.
- The Section 504 Compliance Coordinator will issue a written decision on the grievance within seven (7) days but no later than thirty (30) days after its filing.
- The person filing the grievance may appeal the decision of the Section 504 Compliance Coordinator by writing to the hospital director within fifteen (15) days of receiving the Section 504 Compliance Coordinator’s decision.
- The hospital director shall issue a written decision in response to the appeal no later than five (5) working days after its filing. If the parties lodging the complaint are not satisfied with the decision, the hospital director’s office will notify them of further appeal processes.
- The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U.S. Department of Health and Human Services, Office for Civil Rights, 601 East 12 Street – Room 248, Kansas City, Missouri 64106, 816-426-7278, TDD 816-426-7065.

Broughton Hospital will make appropriate arrangements to ensure that disabled persons are provided other accommodations if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Section 504 Compliance Coordinator will be responsible for such arrangements.