



# Civil Rights Grievance/Complaint Policy and Procedure

This service location complies with civil rights laws and does not exclude, deny benefits to, or otherwise discriminate against any person (i.e. patients, employees, or visitors) because of race, color, religion, national origin, gender, gender expression, gender identity, sexual orientation, age, disability, marital status, pregnancy, ancestry, genetic information, amnesty, or veteran status. Each service location has identified a Civil Rights Coordinator and has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR Part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination in certain health programs and activities.

Any person who believes someone has been subjected to discrimination may file a grievance by following the procedure described below. It is against the law for service locations to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Service locations will make appropriate arrangements to ensure that disabled persons are provided with appropriate accommodations to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreter services or assuring a barrier-free location for the proceedings. The Civil Rights Coordinator is responsible for such arrangements.

## PURPOSE

- To ensure that staff do not discriminate as defined above.
- To ensure that persons with disabilities are provided with appropriate methods and accommodations to express and resolve civil rights grievances/concerns.

## PROCEDURE

1. Grievances must be submitted to the Civil Rights Coordinator within sixty (60) days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
2. Grievances must be in writing, and contain the name and address of the person filing it. The grievance must state the problem or action alleged to be discriminatory and the remedy or relief sought.
3. The Civil Rights Coordinator (or designee) will:
  - 3.1 Upon receipt, notify the Corporate Compliance Department of the Civil Rights complaint.
  - 3.2 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.
  - 3.3 Log each complaint onto the Grievance/Concern Log.
  - 3.4 Maintain files and records relating to such grievances. To the extent possible, and in accordance with applicable law, the Civil Rights Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances.
4. The Civil Rights Coordinator will issue a written decision on the grievance, based on a review of the evidence, no later than thirty (30) days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
5. The person filing the grievance may appeal the decision of the service location Civil Rights Coordinator by writing to the Corporate Civil Rights Coordinator within fifteen (15) days of receiving the service location Civil Rights Coordinator's decision.
  - 5.1 The Corporate Civil Rights Coordinator may be contacted by e-mail at:  
**[compliance@newgenhc.com](mailto:compliance@newgenhc.com)**
  - 5.2 The Corporate Civil Rights Coordinator will issue a written decision in response to the appeal no later than thirty (30) days after its filing.
6. The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal which is available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201.

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

## AUXILIARY AIDS

Our patients and residents have a right to appropriate auxiliary aids and services free of charge.

Concerns regarding provision of auxiliary aids and services may be made to the Reach Out Line at 800-832-4997 or via e-mail to [Compliance@newgenhc.com](mailto:Compliance@newgenhc.com)  
For more information on Section 1557, visit [www.hhs.gov/civil-rights/for-individuals/section-1557](http://www.hhs.gov/civil-rights/for-individuals/section-1557).