NOTICE OF GRIEVANCE PROCEDURES

HRMC 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) of the U.S. Department of Health and Human Services regulations implementing the Act. Section 504 prohibits discrimination based on disability in any program or activity receiving Federal financial assistance. The Law and Regulations may be examined in the office of Civil Rights Coordinator, Director of Human Resources, (605) 353-6538, who has been designated to coordinate the efforts of HRMC to comply with Section 504 and ACA Section 1557.

Any person who believes they have been subjected to discrimination based on race, color, national origin, language, disability, sex, religion, or age in admission or access to, or treatment or employment in its programs, services and activities may file a grievance under this procedure. It is against the law for HRMC to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Civil Rights Coordinator within 30 calendar 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. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Civil Rights Coordinator (or 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 Civil Rights Coordinator will maintain the files and records of HRMC relating to such grievances.
- The Civil Rights Coordinator will issue a written decision on the grievance no later than 30 days after its filing.
- The person filing the grievance may appeal the decision of the Civil Rights Coordinator by writing to the Chief Executive Officer within 15 days of receiving the Civil Rights Coordinator's decision. The Chief Executive Officer shall issue a written decision in response to the appeal no later than 30 days after its filing.
- 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.

HRMC will make arrangements to ensure that persons with special needs and Limited English Proficient (LEP) individuals are provided accommodations, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for LEP individuals, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Civil Rights Coordinator will be responsible for such arrangements.

In case of questions or to file a complaint please contact:

Civil Rights Coordinator: Human Resources Director
Huron Regional Medical Center
172 4th Street SE
Huron, SD 57350
Phone: (605) 353-6538
Fax: (605) 353-7385
TDD: 711 or (800) 877-1113
Email: nlarson@huronregional.org