

Document 4: Section 504 Grievance Procedure

Rehabilitation Act of 1973 — Internal Complaint Resolution Process

It is the policy of Georgia Emergency Associates not to discriminate on the basis of disability. Georgia Emergency Associates has adopted the following 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) and its implementing regulations at 45 CFR Part 84.

Section 504 prohibits discrimination on the basis of disability in any program or activity receiving federal financial assistance. The law and regulations may be examined at Georgia Emergency Associates during regular business hours.

Any person who believes they have been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for Georgia Emergency Associates to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Step 1 — Filing a Grievance

Grievances must be submitted to the Section 504 Coordinator within sixty (60) calendar days of the date the person filing the grievance becomes aware of the alleged discriminatory action. A grievance must be in writing, containing 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.

Alternative means of filing grievances, such as a personal interview or audio recording, will be made available for persons with disabilities upon request.

Step 2 — Investigation

The Section 504 Coordinator (or designee) shall conduct an investigation of the grievance. This investigation may be informal but must be thorough, affording all interested persons an opportunity to submit evidence relevant to the grievance. The Section 504 Coordinator will maintain files and records relating to such grievances.

Step 3 — Written Decision

The Section 504 Coordinator will issue a written decision on the grievance no later than thirty (30) calendar days after its filing.

Step 4 — Appeal

The person filing the grievance may appeal the decision of the Section 504 Coordinator by writing to the Managing Partner of Georgia Emergency Associates within fifteen (15) calendar days of receiving the Section 504 Coordinator's decision. The Managing Partner shall issue a written decision in response to the appeal no later than thirty (30) calendar days after its filing.

Right to File with HHS

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. A complaint may be filed at any time.

Section 504 Coordinator

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