

NON-DISCRIMINATION – DISPUTE RESOLUTION PROCEDURE AD.N15

POLICY:

Any person who believes someone has been subjected to discrimination based on race, color, national origin, sex, age or disability may file a dispute resolution.

PROCEDURE:

1. The designated Section 1557 Coordinator is the Director of Clinical Operations.
2. Dispute resolutions must be submitted to the Section 1557 Coordinator within sixty (60) days of the date the person filing the dispute resolution becomes aware of the alleged discriminating action.
3. 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.
4. The Section 1557 Coordinator or designee conducts a thorough investigation of the complaint, reviewing all submitted evidence relevant to the complaint.
5. The Section 1557 Coordinator maintains the files and records of all dispute resolutions and, to the extent possible, takes appropriate steps to preserve the confidentiality of files and records relating to dispute resolutions, sharing them only with those who have a need to know.
6. The Section 1557 Coordinator will issue a written decision on the dispute resolution, based on a preponderance 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.
7. The person filing the dispute resolution may appeal the decision of the Section 1557 Coordinator by writing to Lifesong Hospice and Palliative Care's Executive Director within 15 days of receiving the Section 1557 Coordinator's decision. The Executive Director shall issue a written decision in response to the appeal no later than thirty (30) days after its filing.
8. In addition to this internal dispute resolution procedure, individuals are advised that they may pursue other legal or administrative remedies, including how to file a complaint of discrimination with the Office for Civil Rights.
9. Lifesong Hospice and Palliative Care does not retaliate against anyone who opposes discrimination, files a dispute resolution, or participates in the investigation of a dispute resolution.

Created:	Reviewed:	Revised:	Effective:
8/2018	11/2018		4/2019