

KCMH Policies and Procedure Manual			
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Subject: SECTION 504 GRIEVANCE POLICY			Page Number: 1 of 2

Policy:

KCMH has adopted an internal grievance procedure for prompt and equitable resolution of complaints alleging any action prohibited by the US. Department of Health and Human Services regulations (45 C.F.R. Part 84) implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794). Section 504 states in part, that “no otherwise qualified disabled individual...shall solely by reason of his/her disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” The law and regulation may be examined in the office of the KCMH Administrator, 721 W. Kansas, Greensburg, KS 620-723-3341 who has been designated to coordinate the efforts of KCMH to comply with the regulations.

Scope:

All Kiowa County Memorial Hospital employees will comply with this communication plan.

Procedure:

- Any person who believes she/he has been subjected to discrimination based on disability may file a grievance under this procedure. It is against the law for KCMH to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.
- A complaint should be in writing, contain the name and address of the person filing it, and briefly describe the discriminatory act.
- A complaint should be filed in the office of the Section 504 coordinator within 30 days after the person filing the complaint becomes aware of the alleged discriminatory act.
- The Administrator, or designed, will investigate the complaint. The investigation will be informal but thorough, affording all interested persons and their representatives an opportunity to submit evidence relevant to the complaint.
- The Administrator shall issue a written decision determining the validity of the complaint no later than 30 days after its filing.
- The person filing the grievance may appeal the decision of the Section 504 Coordinator by writing to Great Plains of Kiowa County, Inc. Regional Vice-President, within 15 days of receiving the Section 504 Coordinator’s decision and this shall be addressed by a written response to the appeal no later than 30 days after its filing.
- An individual who files a complaint may pursue other remedies. This includes filing with: Office for Civil Rights, Department of Health and Human Services, Room 248, 601 East 12th Street, Kansas City, MO 64106
- KCMH will make appropriate arrangements to ensure that disabled persons can make use of this grievance process on the same basis as the no disabled. Such arrangements may include, but are not limited to, the provision of interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Section 504 Coordinator will be responsible for providing such arrangements.

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Documentation:

The Section 504 coordinator shall maintain the files and records relating to all complaints filed. The Section 504 coordinator may assist persons with the preparation and filing of complaints, participate in the investigation of complaints, and advise Administration concerning their resolution