Grievance Procedure

Title III of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, Section 1557 of the Affordable Care Act

It is the policy of Great Lakes Surgical Associates not to discriminate on the basis of race, color, national origin, sex, age, or disability. Great Lakes Surgical Associates 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 C.F.R. pt. 92, Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794) and its implementing regulations issued by the U.S. Department of Health and Human Services, and Title III of the Americans with Disabilities Act, as amended, (42 U.S.C. § 12182) and its implementing regulations issued by the U.S. Department of Justice. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs and activities. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance. Title III prohibits discrimination based on disability in public accommodations. Section 1557, Section 504, and Title III and their implementing regulations may be examined in the office of Lisa Loomis, Office Manager of Section 1557 Coordinator, 315 E Warwick Dr, STE 3, Alma, MI 48801, Phone: 989-463-6699, Fax 989-466-2574, who has been designated to coordinate the efforts of Great Lakes Surgical Associates to comply with Section 1557, Section 504, and Title III.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age, or disability may file a grievance under this procedure. It is against the law for Great Lakes Surgical Associates to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Section 1557, Section 504, and Title III Coordinator (henceforth "Coordinator") within 60 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.
- The Coordinator (or her/his designee) shall conduct an investigation of the grievance. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the grievance. The Coordinator will maintain the files and records of Great Lakes Surgical Associates relating to such grievances. To the extent possible, and in accordance with applicable law, the Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person filing the grievance may appeal the decision of the Coordinator by writing to the Great Lakes Surgical Associates Board of Directors within 15 days of receiving the Coordinator's decision. The Great Lakes Surgical Associates Board of Directors 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 pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national 09/20/2021

origin, sex, age, or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights, or the U.S. Department of Justice.

Filing a Complaint with the U.S. Department of Health and Human Services

A person can file a complaint of discrimination concerning potential violations of Section 1557 of the Affordable Care Act or Section 504 of the Rehabilitation Act electronically through the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, which can be found at: https://www.hhs.gov/ocr/complaints/index.html, by mail, or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, TDD: 1-800-537-7697

Complaint forms and instructions for filing a complaint can be found at the above website address. Such complaints must be filed within 180 days of the date of the alleged discrimination. Great Lakes Surgical Associates will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Coordinator will be responsible for such arrangements.

Filing a Complaint with the U.S. Department of Justice

If you believe that Great Lakes Surgical Associates has failed to provide these services or discriminated in another way on the basis of disability, you can also file a civil rights complaint with the U.S. Department of Justice through: https://civilrights.justice.gov/report/ or by mail to:

U.S. Department of Justice, Civil Rights Division, 950 Pennsylvania Avenue NW 4CON, 9th Floor, Washington DC 20530

You can also file a complaint by facsimile, to 202-307-1197, or you may file a civil rights complaint with the U.S. Attorney's Office for the Eastern District of Michigan by email at <u>usamie.civilrights@usdoj.gov</u>, phone at 313-226-9151, or by mail to:

U.S. Attorney's Office for the Eastern District of MichiganAttn: Civil Rights Unit,211 West Fort Street, Ste. 2001,

Detroit, Michigan 48226.

Dated: September 22, 2021 Lisa Loomis, Practice Administrator