

SAMPLE – Civil Rights Complaint Procedure

Agency Name: _____

Civil Rights Policy

The services, facilities and benefits of this program are for the use of all older people regardless of race, color, creed, religion, national origin, sex, disability, use of public assistance, or sexual orientation.

Any individual who feels he/she has been denied the opportunity to participate in this program and wishes to file a complaint of discrimination should write to the following office:

Executive Director
Minnesota Board on Aging
Elmer L. Andersen Human Services Building
PO Box 64976
St Paul, MN 55164-0976

Your complaint will receive immediate attention and prompt corrective action as may be necessary will be undertaken. As complainant, you will be informed of the disposition of your complaint as soon as possible.

Complaint Resolution Policy

It is the policy of this agency to provide service to all persons without regard to race, color, creed, religion, national origin, sex, disability, use of public assistance, or sexual orientation.

The same requirements are applied to all and there is no distinction in eligibility for or in the manner of providing services.

All persons and organizations having occasion either to refer persons for services or to recommend our services are advised to do so without regard to race, color, creed, religion, national origin, sex, disability, use of public assistance, or sexual orientation.

The person designed to coordinate compliance with Section 504 of the Rehabilitation Act of 1973, Older Americans Act of 1965, Minnesota Human Rights Act of 1989, and the Americans with Disabilities Act of 1990 and amendments thereto is:

Name: _____ and can be reached at _____.

**Hearing impaired persons are requested to access this number through Minnesota Relay at 711.*

**NOTE: This, or an equivalent policy statement, should be officially adopted and made immediately effective. A non-discrimination statement must be included in brochures, patient handbooks, newsletters, employee handbooks, and any advertising in the Yellow Pages, local newspaper, radio, TV, etc. A copy should be given to each individual and organization that refers persons to you, and it should be conspicuously posted in your facility and that of providers and sub-grantees (including sites for service delivery).*