

GRIEVANCE PROCEDURE

Grace Barker has adopted an internal grievance procedure providing for prompt and fair resolution of complaints based on alleged discrimination prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and other civil rights laws.

Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations are available to you in the office of Social Service, who serves as our designated Non-Discrimination Coordinator at: 54 Barker Avenue, Warren, RI 02885 – 401 245 9100

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, religion, creed, age, genetic information, veteran's status, disability, sex, sexual orientation, gender identity or expression may file a grievance under this procedure. Persons who allege discrimination, file a grievance, or participate in investigating a grievance may not be punished or retaliated against for doing so.

Procedure

- Grievances must be submitted to our Non-Discrimination Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- 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.
- The Non-Discrimination Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Non-Discrimination Coordinator will maintain the files and records of Grace Barker relating to such grievances. To the extent possible, and in accordance with applicable law, the Non-Discrimination 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 Non-Discrimination Coordinator will issue a written decision on the grievance, 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.
- The person filing the grievance may appeal the decision of the Non-Discrimination Coordinator by writing to The Administrator within fifteen (15) days of receiving

the Non-Discrimination Coordinator's decision. The Administrator 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 origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or 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

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

Grace Barker 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. Non-Discrimination Coordinator will be responsible for such arrangements.