



**ST. CLAIR COUNTY HEALTH DEPARTMENT
LIMITED ENGLISH PROFICIENCY
GRIEVANCE APPEAL & FAIR HEARING POLICY & PROCEDURE**

Any Limited English Proficiency (LEP) person(s) who is deaf, hard of hearing, blind, visually impaired or speaks limited or no English has a right to file a complaint against the St. Clair County Health Department (SCCHD) when he or she believes the SCCHD did not provide the necessary LEP service.

A Limited English Proficiency complaint is based on a person(s) right to reasonable access to SCCHD services, grants, properties or programs that are funded in whole or in part by federal or state funding.

The SCCHD will address any LEP issues related to dissatisfaction with LEP services, LEP barriers to services and discrimination against and LEP person(s).

PURPOSE:

To provide any client, potential client, parent, guardian or client representative not satisfied with LEP services of the SCCHD a process to appeal and request a hearing in writing within sixty (60) days of complaint.

PROCEDURE:

1. Anyone who believes that they, individually, as a member of a specific class, or in connection with any disadvantaged business, enterprise, have been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987, as amended, may file an LEP discrimination complaint with the SCCHD. All complaints will be referred to the SCCHD LEP Coordinator for review and action.
2. Intimidation or retaliation of any kind regarding the filing of a LEP discrimination complaint is prohibited by law.
3. In order to have a complaint considered, the complaint should be filed as soon as possible, but must be filed no later than 180 calendar days after the date of the alleged discrimination.
4. All complaints shall be in writing and shall be signed by the complainant. Upon request, alternative means of filing a complaint will be made available to accommodate individuals with disabilities. An LEP complaint form (**Attachment 1**) is available for the complainant to use; a letter that provides the same information is sufficient to file a complaint. SCCHD will assist in writing the complaint if necessary.
5. Anyone who files a LEP complaint with the SCCHD may also file a complaint with:

- The Federal Coordination and Compliance Section – NWB
Civil Rights Division
U.S. Department of Justice
950 Pennsylvania Ave. N.W.
Washington, D.C. 20530
6. All complaints will immediately be forwarded to the LEP Coordinator, the Division Director and the Executive Director.
 7. Within 10 days, the LEP Coordinator will:
 - Acknowledge receipt of the complaint.
 - Inform the complainant of the procedure to be followed.
 - Advise the complainant avenues of redress, such as the U.S. Department of Health and Human Services.
 - Confirm that there are allegations that need to be investigated.
 - Gather additional facts and clarify the complaint.
 8. Within 60 days, the LEP coordinator will conduct an investigation of the allegation and based on the information obtained will render a recommendation for action to the Executive Director.
 9. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision, including the proposed disposition of the matter. The notification will advise the complainant of her/his appeal and fair hearing rights under the Federal Coordination and Compliance Section, Civil Rights Division if they are not satisfied with the final decision rendered by the Health Department.

Date Adopted: **October 1, 2015**

Revised: