



**DIVISION OF PUBLIC AND BEHAVIORAL HEALTH
CLINICAL SERVICES**

Control #	Rev. Date:	Title:	Effective Date: 03/2000
2.013	11/2007	Civil Rights Grievance Procedures	Next Review Date: 09/2023

1.0 POLICY:

It is the policy of the Division of Public and Behavioral Health to not discriminate in provision of services, or hiring and employment practices, based on race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, disability, age (40 or older) or genetic information (including family medical history).* DPBH has an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975. These policies state, in part, that no person will, solely by reason of his/her protected class statuses be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial participation.

2.0 PURPOSE:

To ensure equitable provision of services regardless of protected class statuses, and to provide federally required means for persons to file a complaint and receive a response at the Division level.

3.0 SCOPE:

Division Wide

4.0 DEFINITIONS:

5.0 REFERENCES:

**Title VI of the Civil Rights Act of 1964
Section 504 of the Rehabilitation Act of 1973
Age Discrimination Act of 1975**



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6.0 PROCEDURE:

- 6.1** Any person who believes he/she has been subjected to discrimination based on race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, disability, age (40 or older) or genetic information (including family medical history)* or national origin may file a grievance under this procedure. It is unlawful for DPBH to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance
- 6.2** Grievances must be submitted to DPBH Human Resource Officer 3, Civil Rights Coordinator (at DPBH 4126 Technology Way, Suite 201, Carson City, NV 89706, 775/684-5943) within thirty (30) days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- 6.3** A complaint must be in writing and contain the name and address of the person filing it (“the grievant”). The complaint must state the action alleged to be discriminatory and the relief sought.
- 6.4** The Civil rights Coordinator, or designee, will conduct an investigation of the complaint to determine its validity. The investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Civil Rights Coordinator will maintain the files and records for DPBH relating to such grievances.
- 6.5** The civil Rights Coordinator will issue a written decision on the grievance no later than 30-days after its filing.
- 6.6** DPBH Administrator will issue a written decision in response to the appeal no later than 30-days after its filing.



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The availability of this grievance procedure does not preclude a person from filing a complaint of discrimination on the basis of protected class status with the Office for Civil Rights (OCR), 50 United Nations Plaza, Room, 322, San Francisco, CA 94102; (415) 437-8310 (voice) or (415) 437-8311 (TDD). Note: If the complaint is made by an employee, the OCR has said it will be referred to the relevant office of EEOC. The Division's primary document describing employee discrimination complaints is its policy 5.027, Non-Discrimination in Employment.

- 6.7** If the grievance is based on a disability, DPBH will make appropriate arrangements to assure that persons with disabilities can participate in or make use of this grievance process the same as persons who do not have disabilities. Such arrangements may include, but not be limited to, the provision of interpreters for the deaf, providing taped cassettes for the blind, or assuring a barrier-free location for the proceedings. DPBH Civil Rights Coordinator will be responsible for providing such arrangements.

7.0 ATTACHMENTS: N/A

8.0 IMPLEMENTATION OF POLICY:

Each Division agency shall implement this policy and may develop specific written protocols and procedures as necessary to do so effectively.

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Approved by Commission:



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