



TITLE: Non-Discrimination		PROCEDURE #: 602-B
DEPT: Business Services		DIVISION: Human Resources
EFFECTIVE DATE: 8/05	REVIEWED: 12/16	REVISED: 12/16

OBJECTIVE: To establish procedures for handling complaints of alleged discrimination in the provision of county programs or activities

REFERENCE: Policy # 602

POLICY STATEMENT: These procedures are adopted to implement Marion County Administrative Policy 602, Non-Discrimination. The Business Services Director as necessary and consistent with the policies may revise these procedures.

APPLICABILITY: County customers and members of the public

PROCEDURES:

I. Introduction:

As a recipient of federal financial assistance, Marion County has adopted these procedures providing for prompt and equitable resolution of complaints alleging any action prohibited by the US Department of Justice regulations implementing Title II of the Americans with Disabilities Act of 1990, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and regulations of the US Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84 and 91 which prohibit excluding, denying benefits to, or otherwise discriminating against any person on the ground of race, color, or national origin or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities, whether carried out by Marion County directly or through a contractor or any other entity with whom Marion County arranges to carry out its programs and activities.

SUBJECT: NON-DISCRIMINATION

II. Complaint and Investigation Process:

In case of questions concerning these policies or procedures, or in the event of a desire to file a complaint alleging a violation, contact:

Justine Flora, Risk Manager
555 Court Street NE
PO Box 14500
Salem OR 97309
503.584.7786 (voice)

who has been designated by Marion County to coordinate compliance efforts.

- A. A complaint should be filed in writing, containing the name, address and telephone number of the person filing, and briefly describing the alleged violation of the regulations.
- B. A complaint should be filed within 10 days after the complainant becomes aware of the alleged violation.
- C. An investigation, as may be appropriate, shall follow the filing of a complaint. The Coordinator or designee shall conduct the investigation. These procedures contemplate informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
- D. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the Coordinator and a copy forwarded to the complainant no later than 30 days after its filing.
- E. The Coordinator shall maintain separate, confidential files and records for Marion County relating to the complaints filed.
- F. The complainant can request reconsideration of the case in instances where he or she is dissatisfied with the resolution. The request for reconsideration should be made to the Business Services Director.
- G. The right of a person to prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of a complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies. Questions or complaints may also be addressed to:

Office for Civil Rights
US Department of Health and Human Services
2201 Sixth Avenue, M/S RX-11
Seattle, WA 98121-1831
(206) 615-2290 (voice) or (800) 537-7697 (TTY) or (800) 368-1019 (Toll Free)

SUBJECT: NON-DISCRIMINATION

- H. These procedures shall be construed to protect the substantive rights of interested persons to meet appropriate due process standards and to assure that Marion County complies with the law and implementing regulations.