



LOS
ANGELES
LGBT
CENTER

HEALTH SERVICES NOTICE OF NONDISCRIMINATION AND GRIEVANCE PROCEDURE

The Los Angeles LGBT Center's Health Services department complies with State and Federal civil rights laws and does not discriminate or treat individuals differently because of race, color, national origin (including limited English proficiency and primary language), sex, age, physical or mental disability or handicap, religion, creed, ethnic group identification, ancestry, appearance, behavior, or ability to pay, or any combination of them. "Sex" includes sex characteristics, such as intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes.

This complies with provisions of 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 U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

You receive and sign the Health Services "Patient Complaint and Grievance Procedure" when you register for services. The Procedure tells you how to file a complaint if you believe you have been discriminated against by Health Services or its staff. As a reminder about how to file a complaint, you can:

1. Use the Client Relations webform, found on the Health Services patient forms webpage at <https://lalgbtcenter.org/patient-forms>.
2. Email clientrelations@lalgbtcenter.org directly about your concerns.
3. Call or speak to any Los Angeles LGBT Center clinic front office and ask for a copy of the Client Relations form, which you can complete and mail to Health Services to report your concern.

The Health Services Compliance Official is the designated "Section 1557 Coordinator." They are notified of all discrimination concerns, will make sure they are investigated, and will send you a written decision about your concern within 30 days from the day you submitted your complaint.



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It is against the law for the Center to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

The Center will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided assistive devices, auxiliary aids, or language assistance services if needed and reasonable to participate in the grievance process.

For questions about the discrimination complaint process, contact call (323)993-7500 and ask for Client Relations or the Compliance Official.

The availability and use of the Center's Patient Complaint and Grievance Procedure to report a discrimination concern does not prevent you from using other legal or administrative options available to you, including filing a complaint of discrimination with your health plan, in court, or with the U.S. Department of Health and Human Services, Office for Civil Rights.

You can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal within 180 days of the date of the alleged discrimination at:

U.S. Department of Health and Human Services
200 Independence Avenue SW.
Room 509F, HHH Building
Washington, DC 20201
(800) 368-1019
<http://www.hhs.gov/ocr/office/file/index.html>.

Your signature below acknowledges that you have read and understand the Los Angeles LGBT Center's "Notice of Nondiscrimination and ACA Section 1557 Grievance Procedure."

Signature:

Date: