



**ADAMS COUNTY HUMAN SERVICES
COMMUNITY SERVICES BLOCK GRANT (CSBG) PROGRAM
GRIEVANCE AND NON-DISCRIMINATION POLICY AND PROCEDURES**

It is Adams County CSBG Program's desire to ensure that customers are being adequately informed over pending actions concerning their continued participation in programs or activities being provided. Additionally, Adams County CSBG Program customers are afforded the opportunity to communicate dissatisfaction with the facilities or services offered by the Program, and have accordingly adopted an internal grievance procedure providing for prompt and equitable resolution of complaints or dissatisfaction.

It is the policy of the Adams County Human Services CSBG Program that no person shall be excluded from participation in, be denied the benefits of or be subjected to discrimination in any activity or service of the Program, based on race, creed, color, national origin, gender, sexual orientation, age, handicap or disability.

It is the policy of Adams County CSBG Program not to discriminate and it is against the law for the program to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

- Grievances must be submitted to the Program Manager of the Adams County CSBG Program within 30 days of the date the person filing the grievance becomes aware of the alleged discriminatory action or instance of dissatisfaction with facilities or services offered.
 - If Grievance is related to the Program Manager of the Adams County CSBG Program, the grievance should be submitted to the Adams County CSBG Program Division Director. The Division Director will be notified of any such Grievances within 3 days of grievance complaint.
- 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/or unsatisfactory, and the remedy or relief sought.
- The Program Manager of the Adams County CSBG Program (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Program Manager of the Adams County CSBG Program

will maintain the files and records of Adams County CSBG Program relating to such grievances.

- The Program Manager of the Adams County CSBG Program will issue a written decision on the grievance no later than 30 days after its filing.
- The person filing the grievance may appeal the decision of the Program Manager of the Adams County CSBG Program by writing to the Adams County CSBG Program Division Director within 15 days of receiving the Program Manager's decision. The Division Director 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 filing a complaint of discrimination with other appropriate entities.

Adams County CSBG Program will make appropriate arrangements to ensure that disabled persons are provided other accommodations, if needed, to participate in this grievance process. The Program Manager of the Adams County CSBG Program will be responsible for such arrangements. All Grievances will be shared with the Adams County CSBG Program Division Director within 3 days of the date the person filing the grievance or complaint of dissatisfaction.

These policies must be communicated to customers upon their initial receipt of services and will be available on the Program's website (www.adcogov.org/csbg).

I have read and understand the Grievance and Non-Discrimination Policy and Procedure.

Signature

Date