

<u>Originally Issued</u>	<u>Current Revision</u>
1997	2014

Subject:

Americans with Disabilities Act non-Discrimination Policy Procedure for Complaints

POLICY: It is the policy of Valley Hospital that no person shall be subjected to discrimination based on ethnicity, culture, language, social economic status, sex, sexual orientation, and gender identity, age, religion, creed, marital status, disabled veteran status, Vietnam Era veteran status, or the presence or perceived presence of any physical, mental, or sensory handicap.

Valley Hospital has established a complaint procedure for persons wishing to file a complaint alleging discrimination on the basis of employment, programs, services and benefits offered within Valley Hospital.

PROCEDURE:

1. The complaint must be submitted in a form, i.e., letter or audio cassette that is accessible to the complainant and must be submitted within 30 days of the alleged discrimination/violation.
2. All discrimination complaints must be submitted to: Director of Human Resources, Valley Hospital. Located at 12606 E Mission Ave., Spokane Valley, WA 99216-9969, (509) 924-6650.
3. All discrimination complaints must state the type of discrimination, situation, the name of any person(s) involved, date it occurred, complainant's name, signature, address and telephone number.
4. A meeting may be requested by either complainant or the Director of Human Resources. Request for this meeting by either party must be within ten (10) working days of receipt of complaint.
5. If a meeting is not held or if either party requests, an investigation will be conducted to thoroughly review the complaint. The Director of Human Resources will evaluate all available information and submit a report to the Chief Executive Officer (CEO) within thirty (30) working days of receipt of complaint.
6. The CEO will review the report. A fair and prompt determination will be made based on fact finding.