

Section 504 Grievance Procedures

It is the policy of Rural Communities Housing Development Corporation (RCHDC) not to discriminate on the basis of disability. RCHDC has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance. The Law and Regulations may be examined in the office of the Section 504 Coordinator(s), located at 499 Leslie Street, Ukiah, CA. 95482, who has been designated to coordinate the efforts of RCHDC to comply with Section 504.

Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for RCHDC to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

Grievances must be submitted to the Section 504 Coordinator(s) within 10 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.

The 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 the remedy or relief sought.

The Section 504 Coordinator(s) (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 Section 504 Coordinator will maintain the files and records of RCHDC relating to such grievances.

The Section 504 Coordinator(s) will issue a written decision on the grievance no later than 30 days after its filing. A copy of this decision will be filed in the office of the Section 504 Coordinator and the original will be mailed to the complainant.

The person filing the grievance may appeal the decision of the Section 504 Coordinator(s) by writing to the Chief Executive Officer, Brad McDonald 499 Leslie Street, Ukiah, CA. 95482 within 15 days of receiving the Section 504 Coordinator's decision. The Chief Executive Officer 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 on the basis of disability with HUD and/or USDA.

To file a complaint with HUD, contact the San Francisco Regional Office of FHEO at:

U.S. Department of Housing and Urban Development
1 Sansome Street #1200
San Francisco, California 94104
(415) 489-6524
(800) 347-3739
TTY (415) 436-6594

To file a complaint with USDA, follow the directions listed below:

This institution is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

RCHDC will make appropriate arrangements to ensure that disabled persons are provided other accommodations, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Section 504 Coordinator will be responsible for such arrangements.

I have read and understand these procedures and my rights associated with them.

Tenant Signature and Date