



UCHealth

UNIVERSITY OF COLORADO HOSPITAL

Grievance Procedure under Section 504 and Title II of the Americans with Disabilities Act of 1990

In accordance with the requirements of Section 504 of the Rehabilitation Act of 1973 (Section 504) and Title II of the Americans with Disabilities Act of 1990 (Title II of the ADA), University of Colorado Hospital (UCH) does not discriminate on the basis of disability in admission or access to, or employment or treatment, under any UCH program or activity. The University of Colorado Hospital does not retaliate or discriminate against, or coerce, intimidate, or threaten any individual who (1) opposes any act or practice made unlawful by Section 504 or Title II of the ADA; or (2) files a grievance and/or complaint, testifies, assists, or participates in any investigation, proceeding, or hearing under Section 504 or Title II of the ADA.

The University of Colorado Hospital has adopted an internal grievance procedure providing for prompt and equitable resolution of grievances alleging any action prohibited by Section 504, Title II of the ADA, or the Federal regulations implementing these laws. The applicable Federal laws and regulations may be examined by contacting the office of:

Carol Reagan
Section 504/ADA and Accessibility Coordinator
University of Colorado Hospital
12401 East 17th Avenue, C300
Aurora, CO 80045
Voice (720) 848-1850
carol.reagan@uchealth.org

Carol Reagan has been designated to coordinate the efforts of UCH to comply with Section 504 and Title II of the ADA.

Any person who believes he/she has been subjected to discrimination on the basis of disability or who believes he/she has been subjected to retaliation under Section 504 or Title II of the ADA may file a grievance under this procedure. It is against the law for UCH to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

1. Grievances must be submitted to the UCH ADA and Section 504/ADA Coordinator (or designee) or Patient Representatives within sixty (60) calendar days of the alleged discriminatory action/violation.

2. If the grievance is filed with a Patient Representative, he/she will work with the Section 504/ADA Coordinator to resolve the grievance.
3. A grievance must be in writing, containing the name and address of the person filing it. The grievance must state the problem or action alleged to be discriminatory and the remedy or relief sought.
4. UCH's Section 504/ADA Coordinator (or designee) will conduct an investigation of the grievance. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the grievance. UCH's Section 504/ADA Coordinator will maintain the files and records of UCH relating to such grievances.
5. UCH's Section 504/ADA Coordinator will issue a written decision, and where appropriate, in a format accessible to the individual on the grievance no later than thirty (30) calendar days after its filing.
6. All Section 504/ADA grievance files will be retained for three years.
7. The person filing the grievance may appeal the decision of UCH's Section 504/ADA Coordinator by writing to the Chief Executive Officer, or designee, within fifteen (15) calendar days of receiving UCH's Section 504/ADA Coordinator decision.
8. The Chief Executive Officer, or designee, will issue a written decision in response to the appeal no later than thirty (30) calendar days after its filing.
9. Filing a grievance with UCH's Section 504/ADA Coordinator (or designee) does not prevent the person, patient and/or his/her family member or guardian from filing a complaint with the:

The Office for Civil Rights
Department of Health and Human Services
Room 1426, Federal Office Building
1961 Stout Street
Denver CO 80294-3538
PHONE: 303-844-2024 or
TDD: 800-537-7697 or online at: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

University of Colorado Hospital's Section 504/ADA Coordinator (and/or designee) will make appropriate arrangements to ensure that people with disabilities are provided reasonable modifications and appropriate auxiliary aids and services where necessary to participate in this grievance process. Such arrangements may include making the grievance procedure available in alternate formats such as Braille, large print, audiotope, providing interpreters for individuals who are deaf or hard of hearing, or have limited English proficiency assuring a barrier-free location for proceedings.