

**NOTICE TO PARTICIPANTS OF PROGRAMS SPONSORED BY NEICAC
PROGRAM GRIEVANCE PROCEDURE**

The information which you have provided us, along with specific program requirements, is the basis upon which the decision concerning your eligibility to participate in Northeast Iowa Community Action Corporation programs is reached.

Follow the procedure below if you wish to issue a complaint regarding a decision made by NEICAC:

1. Contact the Director of the program involved within seven (7) days of the incident. Contact information can be obtained from agency staff at 563-382-8436 or the Staff Directory at www.neicac.org.
2. If you feel your concerns were not adequately addressed after discussing with the Program Director, you must contact the agency CFO, in writing, within seven (7) days of your contact with the Program Director. The CFO will respond with resolution, in writing, within ten (10) days.
3. At any point in the grievance procedure, you have the right to be represented by an attorney or other person of your choice. Should you use an attorney, Northeast Iowa Community Action Corporation shall in no way be responsible for your attorney fees.
4. If you are dissatisfied with the decision made by the CFO, a further appeal may be made to the appropriate contracting entity for the program/service upon which the grievance was made, whether local, state, or federal agency. NEICAC will provide appropriate contact information upon request.
5. This policy supersedes any Grievance Procedure previously adopted by individual programs sponsored by Northeast Iowa Community Action Corporation.

NEICAC is an equal opportunity employer and this Equal Employment Opportunity applies to client services. No person shall, on the basis of race, color, age, creed, national origin, sex, gender identity, sexual orientation, religion, disability, an individual's Vietnam era veteran status or any other legally protected class, be excluded from participation in, be denied benefits of or be subjected to discrimination under any program or activity funded with any NEICAC program funds. The agency Human Resources Director can address questions or concerns regarding equal opportunity.

The NEICAC Section 504 Grievance Procedure can be provided upon request and is publicly available at www.neicac.org.

SECTION 504 GRIEVANCE PROCEDURE

It is the policy of **Northwest Iowa Community Action Corporation (NEICAC)** not to discriminate on the basis of disability. **NEICAC** 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 (29 U.S.C. 794). 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 a responsible employee who has been designated to coordinate the efforts of **NEICAC** to comply with Section 504:

Courtney Adam – Human Resources Director (Section 504 Coordinator)
563-387-4913 cadam@neicac.org

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 **NEICAC** 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 within **seven (7) days** of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- 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 the remedy or relief sought.
- The Section 504 Coordinator (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 **NEICAC** relating to such grievances. The Section 504 Coordinator 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 Section 504 Coordinator by writing to the **Chief Executive Officer** 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 the U. S. Department Office for Civil Rights.

NEICAC 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.