

## SECTION 504 GRIEVANCE PROCEDURE

It is the policy of **Hagewood Water System Inc.** not to discriminate on the basis of disability. Hagewood Water System Inc. 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) of the U.S. Department of Health and Human Services regulations implementing the Act. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance. The Law and Regulations are posted on [hagewoodwater.com](http://hagewoodwater.com) under Forms and Reports and a copy may be requested from Hagewood Water System. The Hagewood Water Board members have been designated as the coordinators to ensure that the rights of all members are in compliance 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 Hagewood Water System Inc 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 Coordinators within **fifteen calendar 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 Coordinators (HWS Board Members) 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 **Hagewood Water System Inc.** 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 Hagewood Water

System Inc. within 15 days of receiving the Section 504 Coordinator's decision. The Hagewood Water System Inc. 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 of Health and Human Services, Office for Civil Rights.

**Hagewood Water System Inc.** 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.

### Section 504 Grievance Form

You have the right to file a grievance if you believe that you are being discriminated against on the basis of a disability. You may file a grievance of complaint with **Hagewood Water System Inc.** Section 504 Coordinators (or designee), who will investigate the allegations to the extent warranted by the nature of the complaint in an effort to reach a prompt and equitable resolution. The Section 504 Coordinator for the Members of the Hagewood Water System Inc.:

**Hagewood Water System Inc.**  
Attention: Section 504 Coordinators  
P.O. Box 793  
Natchitoches, LA 71457  
318-471-6715

Name: \_\_\_\_\_

Phone Numbers: \_\_\_\_\_

Address: \_\_\_\_\_

1. Summary of Grievance – What is the problem? What are the facts?

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2. How can the problem be solved?

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3. Please describe any corrective action you wish to see taken with regard to this grievance.

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Please attach any additional information or documentation you wish the **Hagewood Water System Inc.** to consider.

Received by: \_\_\_\_\_ Date: \_\_\_\_\_