

**Title: DISCRIMINATION COMPLAINTS AND GRIEVANCES (PUBLIC-FACING)**

**Scope:**

To establish MultiCare Health System’s policy related to identifying, reporting and responding to discrimination complaints and grievances. **Location Scope:**

This policy applies to all of MultiCare Health System, to include but not be limited to the following locations: MultiCare Tacoma General Hospital/Allenmore Hospital, MultiCare Mary Bridge Children’s Hospital, MultiCare Good Samaritan Hospital, MultiCare Auburn Medical Center, MultiCare Deaconess Hospital, MultiCare Valley Hospital, MultiCare Covington Medical Center, Capital Medical Center, Home Health and Hospice Services, and all administrative or associated ambulatory and retail sites of care to include primary care and specialty clinics, ancillary services, surgery centers, and urgent care centers.

This policy also applies to the administrative and clinical areas and patients or consumers of MultiCare Connected Care, MHS Employees, Greater Lakes Behavioral Health, Navos, PNW Pace, and CHVI.

**Policy Statement:**

MultiCare does not discriminate against any person on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity, citizenship, immigration status, military status, or any other basis prohibited by state or federal law in care and treatment or participation in its programs, services, activities or employment.

**Special Instructions:**

If you believe that you experienced discrimination at MultiCare, you can file a grievance or complaint with our Privacy & Civil Rights Office and Section 504 Coordinator. Complaints and grievances can be sent to:

MultiCare Privacy & Civil Rights Office  
 PO Box 5299  
 MS: 820-2-CEP  
 Tacoma, WA 98415  
 Phone (Integrity Line): 866-264-6121  
 Fax: 253-459-7872  
 Email: [compliance@multicare.org](mailto:compliance@multicare.org)

Privacy & Civil Rights Office members will act as designees of the Coordinator.

**Procedure:**

- A. Grievances can be submitted at any time, but please report allegations of discriminatory actions as soon as possible.

<p>B. You can file a grievance online, in writing, via ASL video, in person, by mail, fax, or email. If you need help filing a grievance, the Privacy &amp; Civil Rights Office is available to help you.</p> <p>C. The grievance must state the problem or action alleged to be discriminatory and if applicable, the remedy or relief sought. You may also submit evidence relevant to your grievance. Any detail you can provide will be helpful.</p> <p>D. You can expect to be contacted by someone from the Privacy &amp; Civil Rights Office within two business days of making your report.</p> <p>E. The Privacy &amp; Civil Rights Office will conduct a thorough investigation of the grievance. The Privacy &amp; Civil Rights Office will issue a written decision on the grievance, with efforts to issue this decision no later than 90 days after its filing.</p> <p>F. The person filing the grievance may appeal the decision of the Privacy &amp; Civil Rights Office by escalating to the Section 504 Coordinator directly. The Coordinator shall issue a written decision in response to the appeal no later than 30 days after its filing.</p> <p>G. The availability and use of this procedure does not prevent a person from filing a complaint of discrimination with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a>, or by mail or phone at:</p> <ul style="list-style-type: none"> <li>○ U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201</li> <li>1-800-368-1019, 800-537-7697 (TDD)</li> </ul>	
<p><b>Related Policies:</b> Patient Grievances Patient Nondiscrimination</p>	
<p><b>References:</b> Section 504 of the Rehabilitation Act of 1973 The Americans with Disabilities Act Revised Code of WA 49.60.030</p>	
<p><b>Point of Contact:</b> MHS Privacy &amp; Civil Rights Office - <a href="mailto:compliance@multicare.org">compliance@multicare.org</a></p>	
<p><b>Approval By:</b> Privacy and Civil Rights Director CapMC E-Team MHS Quality Safety Steering Council</p>	<p><b>Date of Approval:</b> <b>9/20, 11/21</b> <b>12/21</b> <b>10/20, 12/21</b></p>
<p>Original Date: Revision Dates: Reviewed with no Changes Dates:</p>	<p>9/20 11/21</p>

Approved by MHS QSSC 1/2022 to apply to Capital Medical Center