

South Carolina Department of Health and Human Services Grievance Procedure Under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs or benefits by the South Carolina Department of Health and Human Services (SCDHHS). SCDHHS Human Resources (HR) policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the complainant and/or his/her designee within 180 days after any alleged act of discrimination based on disability via email to civilrights@scdhhs.gov, or via mail to:

Civil Rights Official
Office of Civil Rights & Privacy, SCDHHS
P.O. Box 8206
Columbia, SC 29202-8206

Within 14 calendar days after receipt of the complaint, the Civil Rights Official or her designee will contact the complainant to discuss the complaint and possible resolutions. The Civil Rights Official or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, braille or audio tape. The response will explain the position of SCDHHS and offer options for substantive resolution of the complaint. Whenever possible, complaints will be resolved within 30 days after the initial complaint investigation.

If the complainant determines the response by the Civil Rights Official or her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may submit their complaint to the U.S. Department of Justice online at www.justice.gov or by mail to: U.S. Department of Justice, 950 Pennsylvania Avenue, NW, Civil Rights Division, Disability Rights Section – 1425 NYAV, Washington, D.C. 20530. They can also submit their complaint to the U.S. Department of Health and Human Services Office of Civil Rights electronically to <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail to: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201 or by phone at 800-368-1019, 800-537-7697 (TDD).

All written complaints received by the Civil Rights Official or her designee will be retained by SCDHHS as required by state and federal legislation and regulations.