



SECTION 504 GRIEVANCE PROCEDURE

Department of Housing and Urban Development

It is the policy of California Rural Legal Assistance, Inc. ("CRLA") not to discriminate on the basis of disability. CRLA 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 available on HUD's website and will be made available upon request.

Harlan Diven, Deputy General Counsel, (209) 758-2329 ext. 2938, hdiven@crla.org is CRLA's designated 504 Coordinator to ensure compliance with Section 504, 24 CFR 8.53(b). Any person who believes they have been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for CRLA to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Please also see: Frequently Asked Questions for [Section 504 | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](#)

Procedure:

- Grievances must be submitted to the Section 504 Coordinator within ten (10) 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 CRLA 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 CLRA's Chief Executive Officer (CEO) within 15 days of receiving the Section 504 Coordinator's decision. The Executive Director shall issue a written decision in response to the appeal no later than 30 days after its filing.

- The availability and use of CRLA’s 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.

How to file a complaint with HUD or the California Civil Rights Department (CRD):

- Interested persons, applicants and beneficiaries also have the right to file a disability discrimination complaint with HUD or the California Department of Civil Rights (CRD). Information on filing a complaint can be found online at [PHOG Grievance Procedures, Complaint Process | CRD](#), or by calling 1-800-877-8339.

CRLA 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 hearing-impaired, providing audio materials for the visually impaired, or assuring a barrier-free location for the proceedings. The Section 504 Coordinator will be responsible for such arrangements.



SECTION 504 GRIEVANCE FORM

Department of Housing and Urban Development

This is a suggested form; any format may be used. Please submit to Section 504 Coordinator.

Date and Time	
Location	
Reporter Name	
Reporter Contact Information	Phone: Email: Address:
Please provide an overall narrative of the incident and the interactions, including as much detail as possible. Include names, times, witnesses, and any additional materials you may have.	
Relief or Remedy Sought What would help to make the situation right?	

Return this form to Section 504 Coordinator Harlan Diven, Deputy General Counsel,
(209) 758-2329 ext. 2938, hdiven@crla.org.