

MENTAL HEALTH ADVOCACY SERVICES

3255 Wilshire Blvd., Suite 902
Los Angeles, CA 90010
Phone 213-389-2077 Fax 213-389-2595
www.mhas-la.org

A nonprofit organization protecting and advancing the legal rights of people with mental disabilities.

Notice regarding Grievance Procedure Pursuant to Section 504 of the Rehabilitation Act of 1973, § 8.53-8.54

Mental Health Advocacy Services, Inc. (MHAS) does not discriminate on the basis of disability in admission or access to, or employment in its programs and activities. The following grievance procedure applies only to admission and access to the services MHAS provides in its federally assisted programs and activities.

How to Submit a Complaint: Individuals wishing to file a complaint alleging that MHAS took actions or made decisions that were prohibited under the applicable nondiscrimination provisions of Section 504 of the Rehabilitation Act of 1973 have 30 days from the date of the action or decision to submit a complaint stating the alleged violation(s). Complaints can be submitted to MHAS' Section 504 Coordinator by mail, email or telephone as indicated below:

Angie Gil, Section 504 Coordinator
Mental Health Advocacy Services, Inc.
3255 Wilshire Blvd., Suite 902, Los Angeles, CA 90010
Email: agil@mhas-la.org | Phone: (213) 389-2077 x 29

MHAS will promptly and equitably process complaints. The Section 504 Coordinator will gather any additional information needed from the complainant and forward the complaint to the appropriate MHAS supervisor. The MHAS supervisor will provide a written response to the complainant within 15 days. The Section 504 Coordinator will notify the complainant if MHAS needs additional time to respond to the complaint.

The decision of the MHAS supervisor may be appealed to MHAS' Executive Director within 30 days of the decision. The Executive Director will review the appeal and provide a written decision within 30 days.

Reasonable Accommodation: MHAS will provide reasonable accommodations upon request to modify this procedure on a case-by-case basis if necessary to provide an individual with a disability equal opportunity to complete the complaint process.

Individuals also have the right to file a complaint with the California Department of Fair Employment and Housing (DFEH) or the U.S. Department of Housing and Urban Development (HUD) without first submitting a complaint to MHAS. Complaints to HUD may be filed by mail with the Office of Fair Housing and Equal Opportunity, U.S. Department of Housing and Urban Development, Washington, DC 20410, or with any HUD Regional or Field Office. Complaints may also be filed with HUD by phone at 1-800-669-9777 or online at https://www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint. Complaints to DFEH may be filed online, by mail or by telephone (see <https://www.dfeh.ca.gov/complaintprocess/>).

To request a reasonable accommodation to MHAS' Section 504 Grievance Procedure, please contact: Angie Gil, Section 504 Coordinator, Mental Health Advocacy Services, Inc., 3255 Wilshire Blvd., Suite 902, Los Angeles, CA 90010; email: agil@mhas-la.org; telephone: (213) 389-2077 extension 29.