

**Colusa County Department of Health and Human Services
Civil Rights Discrimination Complaint Procedure**

You have the right to equal access to services if you are an applicant, recipient, or member of the public trying to gain access to public assistance information or benefits. Colusa County Department of Health and Human Services ("Colusa County") has a Civil Rights complaint procedure that provides prompt and thorough resolution of complaints.

Civil Rights complaints allege discrimination. You have a right to file a Civil Rights complaint if you believe you have been discriminated against because of your race, color, national origin, sex, sexual orientation, age, creed, religion, political beliefs, disability, or public assistance status.

It is against the law for anyone who works for Colusa County to retaliate against a person who files a complaint or who cooperates in the investigation of a Civil Rights complaint.

To file a complaint, ask for Colusa County's complaint procedure. Use the contact information below to help you to file your complaint. You can also review the law and regulations that outlaw discrimination in the Civil Rights Coordinator's office at Colusa County Department of Health and Human Services:

Zoua Thao
Civil Rights Coordinator
251 E. Webster Street
Colusa, CA 95932
phone: (530) 458-0783
email: zoua.thao@countyofcolusa.com

Filing a Complaint

Civil Rights complaints must be submitted within **180 days** of the date the alleged discrimination occurred and include the following information:

- a. A complaint **must** be in writing and contain the name and address of the person filing it. You should also give your telephone number or relay service number if you are deaf or hard of hearing. Give your email address if it helps get in touch with you.
- b. A complaint shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination, including the name and address of the complainant and the date, time, and location of the incident. The complaint shall include a description of the program, activity, or service on which the alleged discrimination occurred.

The *Complaint of Discrimination (GEN 1179)* form shall be used to file a Civil Rights complaint with Colusa County at the following address:

County of Colusa
Attn: Civil Rights Coordinator
251 E. Webster Street
Colusa, CA 95932

The *Complaint of Discrimination* form is available in other languages upon request. The form may be obtained at:

- a. California Department of Social Services (CDSS) website: [How to File a Complaint](#)
- b. By calling Colusa County's *Civil Rights Coordinator* at (530) 458-0783
- c. By picking up a form at 251 E. Webster Street Colusa, CA 95932

You may file your complaint anonymously. If you choose to do this, understand that Colusa County will not be able to contact you for additional information or tell you about the findings. If the complaint is vague or unclear, it could slow down or even stop the investigation.

Investigations

Colusa County **must** conduct an investigation of the complaint. The investigation may be informal, but it must be thorough and timely. Persons who have an interest in the complaint must have an opportunity to submit relevant evidence about the complaint.

An investigation must be conducted within **60 days** following the receipt of the complaint.

Colusa County will issue a written decision on the complaint within **90 days** after its filing, including any corrective action to be taken as a result.

Colusa County will maintain the complaint records for a minimum of three years.

Appeals Process

If you disagree with Colusa County's decision regarding your discrimination complaint, you may challenge the decision (called an appeal). An appeal must be submitted within **30 days** of the date on which Colusa County provides you with the written decision.

Arrangements and Accommodations

Colusa County will make appropriate arrangements to ensure that persons with disabilities are provided accommodations to participate in the complaint process in an equal manner to persons without disabilities. Appropriate arrangements include, but are not limited to, providing interpreters for those who are deaf or hard-of-hearing; providing accessible formats for those who are blind or have low vision; and assuring a physically accessible location for complaint proceedings. The Civil Rights Coordinator will be responsible for making these arrangements.

Other Ways to Submit a Complaint

You may also file a discrimination complaint with another state or federal agency.

If your discrimination complaint involves the CalFresh program, contact:

U.S. Department of Agriculture

Director, Center for Civil Rights Enforcement

1400 Independence Avenue, SW

Washington, DC 20250-9410

Fax: (202) 690-7442

email: program.intake@usda.gov

Center for Civil Rights Enforcement

For all other discrimination complaints relating to any other public assistance programs, contact:

U.S. Department of Health and Human Services

Centralized Case Management Operations

U.S. Department of Health and Human Services

200 Independence Avenue, S.W.

Room 509F HHH Bldg.

Washington, D.C. 20201

email: OCRComplaint@hhs.gov