

NONDISCRIMINATION GRIEVANCE PROCEDURE

Any patient who believes he or she has been the subject of an unlawful discrimination, including but not limited to: race, color, national origin, sex, age, or disability, including individuals with limited English proficiency, should report the alleged act immediately to the practice in writing. Be sure to describe the acts or omissions you believe violated your civil rights laws or regulations. The alleged act should be reported to:

Bright Start Pediatrics PC
Amy Beck, MD
1375 W. Green Street Suite 3
Hastings, MI 49058
P. 269.818.0070
F. 269.818.0044

Upon presentation of the complaint, an impartial investigation by the practice will be undertaken immediately. Under the direct supervision of the Compliance Officer, all parties involved will be interviewed for details, dates, witnesses, documentation and anything pertaining to the investigation. A written summary of the interviews will be presented to the appropriate party/parties within the practice. Conclusions will then be drawn as to if discrimination occurred. Appropriate disciplinary action up, to and including immediate termination, will be taken against an employee if discrimination occurred per Section 1557. The patient will be notified upon the conclusion of the investigation with reasoning for the decision(s) taken by the practice.

If the patient is dissatisfied with the resolution by Bright Start Pediatrics PC, or if after notifying Amy Beck, MD the alleged discrimination continues to occur, the patient may file a formal complaint with the Office of Civil Rights (OCR).

Mail to:
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 to:
OCRComplaint@hhs.gov