

NONDISCRIMINATION POLICY, PROCEDURE & PLAN

POLICY

The National Board of Chiropractic Examiners does not discriminate, exclude, or treat people differently based on disability, race, color, national origin, sex, or age and maintains processes to address potential discrimination through prompt and equitable resolution of complaints.

PROCEDURES & PLAN

1. **Administrator Responsibilities:**

The Executive is responsible to:

- Ensure notice to interested persons that NBCE does not discriminate, exclude, or treat people differently on the basis of disability, race, color, national origin, sex, or age.
- Distribute, implement, and update as necessary this *Policy, Procedure & Plan*.
- Oversee the grievance process and maintain files and records relating to grievances.

2. **Grievance Procedures**

- **Filing of a Written Complaint**

Any person who believes they have been subjected to discrimination may file a grievance with the Executive or registered agent within 35 days of the date they become aware of the alleged discrimination. Complaints must be in writing, and include:

- o The name, address and phone number of the person filing the complaint;
- o A description of problem or action alleged to be discriminatory; and
- o The remedy or relief sought.

- **Investigation and Findings**

The Executive or designee shall conduct an investigation, affording interested persons the opportunity to submit evidence relevant to the complaint. The Executive will issue a written decision on the grievance within 45 days after its receipt, unless an extended time is warranted.

- **Appeal**

A grievant may appeal the decision in writing within 21 days of receiving the decision. The NBCE shall issue a written decision in response to the appeal no later than 35 days after its filing, unless an extended time is warranted.

3. **Accommodations:** The NBCE will make appropriate arrangements to ensure that necessary accommodations are available to participate in the grievance process (e.g. interpreters, audio material, barrier-free location, etc.).

4. **Rights Not Exclusive.** Availability and use of grievance procedures do not prevent the filing of a complaint with the U.S. Department of Health and Human Services.

5. **Cooperation/Non-Retaliation.** These procedures provide a mechanism for addressing concerns, the success of which depends upon participants. Retaliation against participants is prohibited.