

**The Arc of Chester County**  
**Policy on Complaints, Discrimination, and Harassment**

**Policy:** Any individual, parent/guardian of an individual or any person acting on behalf of an individual participating in a program of The Arc of Chester County has the right to file a complaint about conditions, services or lack of services provided by The Arc, or appeal an administrative decision made concerning the individual. The Arc of Chester County will not retaliate nor threaten intimidation related to the filing or investigation of the complaint

In addition, The Arc of Chester County complies with the Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act. Admissions, the provisions of services, and referrals of participants shall be made without regard to race, color, national origin, religion, age, ancestry, sex including gender identity and sexual orientation, or disability. Title VI of the Civil Rights Act of 1964 states that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” The Americans with Disabilities Act forbids discrimination against people with disabilities in everyday activities. Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available.

**Procedure:** Any individual (and/or their parent, guardian, or surrogate) who has a complaint and/or believes that they have been discriminated against may file a complaint with The Arc of Chester County.

1. A complaint shall be provided in writing or verbally.

- a. Call 610-696-8090 and ask for the Program Director or their supervisor
- b. Written complaints may be written in note form or using a complaint form. Forms are located on The Arc’s website: [www.arcofchestercounty.org](http://www.arcofchestercounty.org)  
Complaints should include the following information:
  - 1) Date of the occurrence of the complaint
  - 2) The nature of the complaint
  - 3) The initiator’s name and contact information
- c. Any written complaints may be sent to The Arc of Chester County by:
  - 1) Mail – 900 Lawrence Drive, West Chester, PA 19380
  - 2) Email – Program Staff or [info@arcofchestercounty.org](mailto:info@arcofchestercounty.org)
  - 3) Fax – 610-696-8300

- d. Individuals filing a complaint without the assistance of a parent/guardian shall be assisted by Arc personnel.
- e. If information is needed in another language, please contact The Arc of Chester County using the agency's contact information.
- f. For any complaints received verbally, The Arc of Chester County will document the complaint with the information noted in 1.b above as well as the date and time of receipt of the complaint.

2. Upon receipt, The Arc of Chester County will respond in writing to the complainant within 48 hours to acknowledge receipt of the complaint.

3. The Arc of Chester County staff will then review the complaint and respond in writing to the complainant within 30 days. Should a circumstance arise that would delay the response beyond 30 days, The Arc of Chester County will inform the complainant of the delay and will work to resolve it when the circumstances allow.

In addition to filing a complaint with The Arc of Chester County, the individual may choose to file a complaint related to discrimination or harassment with the following departments at any time:

Commonwealth of Pennsylvania  
Department of Human Services  
Bureau of Equal Opportunity  
Room 225, Health & Welfare Bldg.  
P.O. Box 2675  
Harrisburg, PA 17105

PA Human Relations Commission  
Philadelphia Regional Office  
110 North 8<sup>th</sup> Street  
Suite 501  
Philadelphia, PA 19107

U.S. Dept. of Health & Human Services  
Office for Civil Rights  
Suite 372, Public Ledger Bldg.  
150 South Independence Mall West  
Philadelphia, PA 19106-9111

Commonwealth of Pennsylvania  
Department of Human Services  
Bureau of Equal Opportunity  
Southeastern Regional Office  
801 Market Street, Suite 5034  
Philadelphia, PA 19107