Sarah Huckabee Sanders
GOVERNOR

Renee Mallory, RN, BSN
SECRETARY OF HEALTH

Jennifer Dillaha, MD
DIRECTOR

ADH Notice of Non-Discrimination

The Arkansas Department of Health (ADH) complies with all applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ADH does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex. ADH does not intimidate or retaliate against any individual or group because they have exercised their rights to participate in actions protected, or oppose action prohibited, by 40 C.F.R. Parts 5 and 7, or for the purpose of interfering with such rights.

Retaliation and intimidation against any person who files a grievance or participates in an investigation is strictly prohibited. Any claims of intimidation or retaliation related to the complaint process will be handled promptly and fairly pursuant to the below procedure and in the same manner as other claims of discrimination.

ADH provides clients, visitors, and employees with reasonable disabilities with free appropriate auxiliary aids and services to communicate effectively with ADH, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats).

ADH provides free language assistance services to people whose primary language is not English, which may include:

- Qualified interpreters
- Information written in other languages

If you need reasonable modifications or accommodations, contact the ADH Civil Rights Coordinator. This notice will be posted on the ADH website and will be referenced by multiple programs.

Ms. Tracy Bradford, Human Resources Officer, is responsible for coordination of compliance efforts and receipt of inquiries concerning non-discrimination requirements implemented by 40 C.F.R. Parts 5 and 7 (Non-discrimination in Programs or Activities Receiving Federal Assistance from the Environmental Protection Agency), including Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; Title IX of the Education Amendments of 1972; and Section 13 of the Federal Water Pollution Control Act Amendments of 1972 (hereinafter referred to collectively as the federal non-discrimination laws).

If you believe that ADH has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance. This grievance can be filed in person at the ADH central office or by phone, mail, fax, or email at the following contact points.

- Phone: 501-683-5749
- Fax: 501-661-2675

- Email: Tracy.Bradford@arkansas.gov
- Mail: 4815 West Markham Street Slot 26, Little Rock, AR 72205-3867

A civil rights complaint can be filed with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf , or by mail to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F
Washington, D.C 20201
1-800-368-1019, 800-537-7691(TDD)

Grievance Procedures

The purpose of this Grievance Procedure is to provide a fair, prompt, and accessible process for addressing complaints of discrimination in programs, services, and activities funded in whole or in part by the U.S. Environmental Protection Agency (EPA). This policy ensures compliance with federal civil rights laws, including Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act, Title IX of the Education Amendments, the Age Discrimination Act, 40 C.F.R., Parts 5 & 7, Section 13 of the Federal Water Pollution Control Act Amendments of 1972 and other applicable statutes and regulations.

This policy applies to all contractors in state-administered programs or activities funded in whole or in part by the EPA. Complaints may be filed by an individual or group who believes they have been subjected to discrimination on the basis of:

- Race
- Color
- National origin
- Sex (including gender identity and sexual orientation)
- Religion
- Disability
- Age

Any person, or their authorized representative, who believes they have been subjected to discrimination or retaliation/intimidation may file a grievance.

- **In order to file,** complaints may be submitted in writing, verbally, or electronically. Assistance will be provided to individuals with limited English proficiency or disabilities in preparing and submitting grievances.
- Please send an email to the ADH Civil Rights Coordinator, via Tracy.Bradford@arkansas.gov, with the following information and utilizing the subject line "Discrimination Complaint" or dial 501- 683-5749:
    - Name, address, and contact information of the complainant (or representative)
    - Name of respondent (e.g., program name, County department)
    - A description of the discriminatory act(s) (what occurred, when, where)
    - The basis for the alleged discrimination (race, color, national origin, etc.)
    - Names of any witnesses or other persons with relevant information
    - Any documentation or evidence (if available)

- Complaints should be filed within 180 days of the alleged discriminatory act.
- **If assistance is needed:** Appropriate assistance shall be provided to individuals with disabilities and individuals with limited English proficiency. Also, complaints in alternative formats shall be accepted from individuals with disabilities. Please reach out to the ADH Civil Rights Coordinator for more information. Contact Ms. Tracy Bradford at Tracy.Bradford@arkansas.gov or 501-683-5749.

Grievance Procedure Once a Complaint is Filed

- Acknowledgment – ADH will acknowledge receipt of the grievance within 10 business days.
- Preliminary Review – ADH staff will determine whether the grievance falls within the scope of this policy and notify the complainant of acceptance or referral within 30 business days.
- Investigation – An investigation should include interviews of the complainant, any witnesses identified by the complainant, relevant staff of the subject of the investigation (ADH or its contractor or grantee) and any witnesses identified by the subject of the investigation. An investigation should also include review of relevant documents, inspection of relevant premises and, if necessary, consultation with technical experts, including legal advisors. Staff may review facilities or any other documentation that may be provided.

The preponderance of the evidence standard will be applied during the analysis of each complaint.

- Resolution/Determination – Within 180 calendar days, ADH will issue written findings and, if applicable, propose corrective actions, unless ADH determines additional time is needed. The complainant will receive a written notice detailing:
    - The findings of the investigation
    - Whether discrimination or retaliation was found
    - A summary of the investigation process
    - Any corrective actions that will be implemented (if applicable)

- Appeal – If the complainant disagrees with the resolution, they may file a written appeal within 15 calendar days. The written appeal should be addressed to the Director of ADH but sent to the ADH Civil Rights Coordinator, Ms. Tracy Bradford, via mail at 4815 West Markham Slot 26, Little Rock, Arkansas 72205 or email Tracy.Bradford@arkansas.gov. The Director (or their designee) will issue a final decision within 90 calendar days of receiving the appeal.

Confidentiality

All information related to a grievance will be maintained as confidential to the extent possible, consistent with the need to conduct a fair and thorough investigation.

Recordkeeping

The ADH will maintain records of all grievances, investigations, and resolutions for a minimum of three (3) years and make such records available to EPA upon request. When any complaint or other action is brought before the three-year period ends, the ADH shall continue to keep the records beyond the three-year period until the complaint or action is resolved.
The ADH will also collect, maintain, and on request of the EPA, provide the following:

- A brief description of any lawsuits pending against the recipient that allege discrimination which 40 C.F.R., Parts 5 & 7 prohibits
- Racial/ethnic, national origin, age, sex, and disability data, or EPA Form 4700-4 information submitted with the agency's application for EPA funding
- A log of discrimination complaints which identifies the complaint, the date it was filed, the date the recipient's investigation was completed, the disposition, and the date of disposition.
- Reports of any compliance reviews conducted by any other agencies

The Arkansas Department of Health's Nondiscrimination Policy and Procedures are reviewed on an annual basis, and revised as necessary, to ensure prompt and fair resolution of discrimination complaints and ongoing compliance with 40 C.F.R. Parts 5 and 7.

Updated 10/7/2026