



The Treatment and  
Learning Centers  
**TLC**

## **Nondiscrimination and Accessibility Statement**

Discrimination is against the law and TLC-The Treatment and Learning Centers, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, ethnicity, religion, language spoken, accent, veteran or military status, immigration status, socioeconomic status (i.e., access to resources), genetic information, marital status, national origin, age, disability, sex, pregnancy or related conditions; sexual orientation; gender identity or expression, or any other basis prohibited by federal, state, or local law.

TLC provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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, appropriate auxiliary aids and services, or language assistance services, contact TLC's Civil Rights Coordinator, Tina Morrissey at [TMorrissey@TTLC.org](mailto:TMorrissey@TTLC.org)

### **Complaint/Grievance:**

If you believe that TLC has failed to provide these services or discriminated in another way on the basis of race, color, ethnicity, religion, language spoken, accent, veteran or military status, immigration status, socioeconomic status (i.e., access to resources), genetic information, marital status, national origin, age, disability, sex, pregnancy or related conditions; sexual orientation; gender identity or expression, or any other basis you can file a grievance with TLC's Civil Rights Coordinator:

**Mail:** The Treatment and Learning Centers  
Attn: Tina Morrissey  
Director of Compliance  
1390 Piccard Drive, Suite 210  
Rockville, MD 20850

**Phone:** 301-424-5200 x 141

**Email:** [TMorrissey@TTLC.org](mailto:TMorrissey@TTLC.org)

**Scan** the code below to complete TLC's Nondiscrimination and Accessibility Grievance Form



**Procedure:**

- You can file a grievance in person, or by mail, fax, or email. If you need help filing a grievance the Civil Rights Coordinator is available to help you.
- The grievance must state the problem or action alleged to be discriminatory and, if applicable, the remedy or relief sought. You may also submit evidence relevant to your grievance. Any detail that you can provide will be helpful.
- You can expect to be contacted by the Director of Compliance within two business days of making your report.
- The Director of Compliance will conduct a thorough investigation of the grievance.
- The Director of Compliance will issue a written decision on the grievance, with efforts to issue this decision no later than 90 days after its filing.
- The person filing the grievance may appeal the decision of the Director of Compliance by contacting the Executive Director. The Executive Director will issue a written decision in response to the appeal no later than 30 date after its filing. The Executive Director can be reached at 301-424-5200.
  
- You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at:

**U.S. Department of Health and Human Services**

200 Independence Avenue, SW Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**

- This notice is available at TLC's website: <http://www.TTLC.org>