

Accessibility Grievance Procedure

Settlement Health · Section 504 of the Rehabilitation Act

Purpose

Settlement Health has adopted this Grievance Procedure to provide a prompt and equitable process for resolving complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973, as amended, or the Americans with Disabilities Act (ADA), in connection with the accessibility of our website and digital content.

This procedure may be used by any person who wishes to file a complaint regarding the accessibility of settlementhealth.org or any associated digital materials.

Responsible Employee

Settlement Health has designated the following individual to coordinate compliance with Section 504 and the ADA as they relate to website accessibility, and to receive and respond to grievances filed under this procedure:

Guy Marthone

Director of Revenue Cycle Management & Operational Support

Email: gmarthone@settlementhealth.org

Mailing address: 212 East 106th Street, New York, NY 10029

Phone: 212-360-2600

How to File a Grievance

A grievance should be filed in writing and should contain the following information:

- The complainant's name and contact information (email address, phone number, or mailing address);
- A description of the accessibility barrier encountered, including the specific page or content on settlementhealth.org;
- The date the barrier was encountered;
- Any assistive technology being used at the time (e.g., screen reader, voice control), if applicable;
- The complainant's preferred method of response.

Grievances may be submitted by email, postal mail, or phone using the contact information above. Alternative formats and methods of submission are available on request. A complainant who needs assistance filing a grievance may request help from the responsible employee.

Grievances should be filed within **sixty (60) days** of the date the complainant became aware of the alleged accessibility barrier, although later complaints will be reviewed and addressed when feasible.

Response Timeline

Settlement Health will acknowledge receipt of the grievance within **five (5) business days**. The responsible employee will investigate the grievance and provide a written response, including any proposed resolution, within **thirty (30) calendar days** of acknowledgment. If additional time is required, the complainant will be notified in writing of the reason for the delay and the expected date of a final response.

Resolution and Escalation

Where a grievance identifies a valid accessibility barrier, Settlement Health will work to resolve the issue as promptly as feasible. Resolution may include remediation of the specific content, provision of an accessible alternative, or other reasonable accommodation. The responsible employee will document the resolution and communicate it in writing to the complainant.

If the complainant is not satisfied with the response or proposed resolution, the complainant may appeal in writing to:

Ana Trilla, Executive Director

Settlement Health

Email: mtrilla@settlementhealth.org

Mailing address: 212 East 106th Street, New York, NY 10029

The Executive Director will review the appeal and issue a written decision within thirty (30) calendar days of receipt. The decision of the Executive Director is final at the Settlement Health level.

External Complaint Rights

The right of any complainant to a prompt and equitable resolution of a grievance under this procedure does not impair or replace any other rights or remedies available under federal or state law. Complainants may, at any time, file a complaint directly with the U.S. Department of Health and Human Services Office for Civil Rights or the U.S. Department of Justice.

U.S. Department of Health and Human Services, Office for Civil Rights:

- Online: <https://www.hhs.gov/ocr/complaints/index.html>
- Phone: 1-800-368-1019 (TDD: 1-800-537-7697)

Recordkeeping

Settlement Health will maintain records of grievances filed under this procedure, including the nature of the grievance, the response, and any corrective action taken, for a period of not less than three (3) years. These records are maintained on a confidential basis and used to identify patterns, improve accessibility, and demonstrate good-faith compliance efforts.

Adoption

This procedure was adopted by Settlement Health on May 11, 2026 and is effective as of that date. It will be reviewed and updated as needed to reflect changes in law, organizational structure, or best practices.