

Discrimination is Against the Law

Willows Eye Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Willows Eye Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Willows Eye Care provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters

- Written information in other formats (large print, audio, accessible electronic formats, etc.)

Willows Eye Care provides free language services to people whose primary language is not English, such as:

- Qualified Interpreters

- Information written in other languages

If you need these services, please contact our Compliance Officer at (530) 924-0749

If you believe that Willows Eye Care 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 with our Compliance Officer in writing at 114 Mission Ranch Blvd., Suite 50, Chico, CA 95926, or by phone at (530) 924-0749, or by FAX at (530) 895-1664. If you need help filing a grievance, the Compliance Officer is available to help you.

You can also file a civil 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, DC 20201 or (800) 368-1019 or (800) 537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

A copy of this policy is available at the front desk.