



SUBJECT: Non-Discrimination In Service

TO: PARENT

FROM: Aniya Gullette, Center Director *Aniya Gullette*

Admissions, the provisions of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including Limited English Proficiency), age, or sex. Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods. **Turnaround time for filing the complaints may take up to 180 days to reach a resolution/decision.**

Any individual/client/patient/student (and/or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with:

Malvern Academy

17 Ravine Road, Malvern PA 19355

Phone: 484-329-7758

Info@Malvern-Academy.com

Office for Civil Rights

U.S. Department of Health and Human Services

Centralized Case Management Operations

200 Independence Avenue, S.W.

Room 509F HHH Bldg Washington, D.C. 20201

Customer Response Center: (800) 368-1019

TDD: (800) 537-7697

<https://www.hhs.gov/ocr/complaints>

Email: ocrmail@hhs.gov

Commonwealth of Pennsylvania

Department of Human Services

BEO/Office of Civil Rights Compliance

Room 225, Health & Welfare Building

P.O. Box 2675 Harrisburg, PA 17120

Inquiries: (717) 787-1127

Email: RA-PWDHSCivilRights@pa.gov

Pennsylvania Human Relations Commission
(PHRC)

333 Market Street, 8th Floor

Harrisburg, PA 17101

<https://www.phrc.pa.gov/File-a-complaint>

Inquiries: (717) 787-4410

TTY users only: (717) 787-727