

# Payne, Hogan & Associates

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753 State Ave., Suite 660, Kansas City, KS 66101  
Phone: (913) 284-7085

## Non-Discrimination Policy

It is the policy of Payne, Hogan & Associates to provide treatment services to all persons without regard to race, color, national origin, religion, sex, age, sexual orientation/identity, disability or otherwise.

## Complaint Procedures

In the event that you believe that you have been denied services because of any of the above identifying characteristics, you may file your complaint verbally or in writing. If you should choose to file your complaint in writing, please include your name, address, telephone number and a brief description of what occurred which led you to conclude that you were discriminated against. Your complaint will be addressed within ten (10) business days.

In the event that you remain displeased with how the complaint has been addressed/resolved, you may file a Complaint of Discrimination with the following:

Department of Social Services  
Office of Civil Rights  
P.O. Box 1527  
Jefferson City, MO 65102  
573.751.9092  
800.776.8014  
800.877.6916 (TDD)

Department of Health & Human Services  
Office of Civil Rights  
601 E. 12<sup>th</sup> St.  
Kansas City, MO 64106  
816.426.7277

You will not be intimidated, harassed, threatened or suffer any penalty because you file a complaint. Any penalty or reprisal against you or any other involved person(s) is prohibited by law.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_