



Benton Franklin Orthopedic Associates complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Benton Franklin Orthopedic Associates does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Benton Franklin Orthopedic Associates:

- 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, other formats)
- 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, contact Mike Neitzel at the contact information listed below.

If you believe that Benton Franklin Orthopedic Associates 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: Mike Neitzel, Administrator, 711 S Auburn St, Kennewick, WA 99336. 509-586-2828, Fax 509-586-2525, email miken@bfsa.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Mike Neitzel is available to help you.

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>.