



Grievance Policy

Centro de Apoyo Familiar (CAF) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in any program or activity receiving EPA financial assistance based on race, color, national origin (including limited English proficiency), sex, age, or disability, as provided by 40 C.F.R. Parts 5 and 7.

Filing a Grievance

Any individual who believes they have been subjected to discrimination in a program or activity conducted by Centro de Apoyo Familiar (CAF) may file a complaint.

Complaints must be submitted in writing and include the following information:

1. Complainant's name, address, and contact information (phone number, email, etc.).
2. A detailed description of the alleged discriminatory act(s), including dates and names of individuals involved.
3. Any relevant documentation that supports the complaint.

Submitting Complaints

Complaints can be submitted to the designated Civil Rights Coordinator below:

Name: Nelson Perez
Title: Operations Director
Mailing Address: 6801 Kenilworth Ave, Suite 110, Riverdale, MD 20737
Email Address: nperez@mycaf.org
Phone Number: 301-328-3292
Fax Number: 202-380-9011

Review Process

Upon receipt of a grievance:

1. The Civil Rights Coordinator will acknowledge receipt within five (5) business days.
2. An investigation will be conducted, and the complainant will be informed of findings and any corrective actions to be taken within thirty (30) calendar days.
3. If the grievance cannot be resolved at the organizational level, the complainant will be advised of their right to file a formal complaint with the EPA's Office of External Civil Rights Compliance (OECRC).

Accessibility Accommodations

- Individuals with disabilities may request alternative formats of this grievance procedure, such as large print, Braille, or audio recording.
- Limited English proficient individuals may request translation or interpretation services.

External Filing

If the complainant is dissatisfied with the resolution, they may file a complaint directly with the EPA at:

**U.S. Environmental Protection Agency
Office of External Civil Rights Compliance (OECRC)**

Mailing Address:

U.S. Environmental Protection Agency
Office of External Civil Rights Compliance (OECRC)
1200 Pennsylvania Avenue, NW
Mail Code 1601-A
Washington, DC 20460

Phone Number:

(202) 564-2291

Website:

<https://www.epa.gov/external-civil-rights>