

Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by Aspire Health Partners, Inc. may file a complaint by completing and submitting the agency's Complaint Form (refer to Appendix E). Aspire Health Partners, Inc. investigates complaints received no more than 30 days after the alleged incident. Aspire Health Partners, Inc. will process complaints that are complete.

Once the complaint is received, Aspire Health Partners, Inc. will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

Aspire Health Partners, Inc. has thirty (30) days to investigate the complaint. If more information is needed to resolve the case, Aspire Health Partners, Inc. may contact the complainant. Aspire Health Partners, Inc.'s complete complaint procedure and form both in English and Spanish, will be made available to the public on Aspire Health Partners, Inc.'s website www.aspirehealthpartners.com.