**Section 308.50 Complaints Alleging Discrimination in Service Delivery**

a) No person, on the grounds of race, color or national origin, may be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.

b) Any applicant or recipient of Department aid, care, service, or any program provided by the Department who believes that he is being discriminated against by a Department provider or a subcontractor of the Department should file a written complaint with the Department's administrator responsible for affirmative action within 30 days of the alleged discriminatory act. The complaint should give all related information concerning the alleged discrimination.

c) Upon receipt of the complaint, the Department's administrator responsible for affirmative action will initiate an investigation of the circumstances related to the complaint, and provide a written report to the Director of the Department of Children and Family Services. If in the report there is not adequate evidence to support the allegation(s), the complainant will be so notified. In cases where there are reasonable grounds to believe that discrimination has occurred, the Department will work with the provider and the client to resolve the matter through advice and conciliation.

d) Any person alleging discrimination in purchased service delivery has the right to file a complaint with the United State Department of Health and Human Services, Office of Civil Rights, or the Department of Labor, Office of Federal Contract Compliance.