



**Victor Community Support Services**  
**ACA 1557 NONDISCRIMINATION**  
**GRIEVANCE FORM**

Form to be completed by client and emailed to [36ComplianceTeam@victor.org](mailto:36ComplianceTeam@victor.org), or mailed to:

Victor Community Support Services  
 Attn: Compliance Officer  
 1360 East Lassen Avenue  
 Chico, CA 95973

Client may also call the Compliance Officer  
 directly: Phone: (888) 881-1802, TTY: 711

Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Home Address \_\_\_\_\_ SSN (Last four ####) \_\_\_\_\_

City & Zip Code \_\_\_\_\_ Gender:    M        F        Other \_\_\_\_\_

Phone # \_\_\_\_\_ Preferred language \_\_\_\_\_

At any time during the Grievance or Appeal processes, the complainant may authorize a person to take action or participate in the process on his/her behalf or to assist the complainant with the process.

Using authorized representative?    Yes    No    If "Yes", provide their name and phone # below

Name \_\_\_\_\_ Phone # \_\_\_\_\_

Please identify the area(s) in which you feel you experienced discriminatory action(s):		
Race/Ethnicity	Gender	Age
National Origin	Sexual Orientation	Disability
Non-discrimination rights were:    not posted    not included in mailings    not on the website		
Language Services were: not available    not qualified    not timely    not accurate    didn't protect my privacy		
ASL interpreter was: not available    not qualified    not timely    not accurate    didn't protect my privacy		
Written content in paper or electronic form not available in my language		
Hearing and/or visual aids not available    Poor quality video interpreting services		
Online health programs, information, and activities are not accessible to me		
Facility is not accessible to individuals with impaired mobility and/or blindness/low vision.		
Other problem		



Victor Community Support Services

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Date of Discriminative Action:

Please tell us about your grievance in detail:

Printed name

Signature

Date



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Victorville

<b>English</b>	ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-760-245-4695 (TTY: 711).
<b>Español (Spanish)</b>	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-760-245-4695 (TTY: 711).
<b>Tiếng Việt (Vietnamese)</b>	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-760-245-4695 (TTY: 711).
<b>Tagalog (Tagalog- Filipino)</b>	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-760-245-4695 (TTY: 711).
<b>한국어 (Korean)</b>	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-760-245-4695 (TTY: 711) 번으로 전화해 주십시오.
<b>繁體中文 (Chinese)</b>	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-760-245-4695 (TTY: 711)。
<b>Հայերեն (Armenian)</b>	ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք 1-760-245-4695 (TTY (հեռատիպ)՝ 711):
<b>Русский (Russian)</b>	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-760-245-4695 (телетайп: 711).
<b>فارسی (Farsi)</b>	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-760-245-4695 (TTY: 711) تماس بگیرید.
<b>日本語 (Japanese)</b>	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-760-245-4695 (TTY:711) まで、お電話にてご連絡ください。
<b>Hmoob (Hmong)</b>	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-760-245-4695 (TTY: 711).
<b>ਪੰਜਾਬੀ (Punjabi)</b>	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-760-245-4695 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।
<b>العربية (Arabic)</b>	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برق 1-760-245-4695 (رقم هاتف الصم والبكم: 711).



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<b>हिंदी (Hindi)</b>	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-760-245-4695 (TTY: 711) पर कॉल करें।
<b>ภาษาไทย (Thai)</b>	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-760-245-4695 (TTY: 711).
<b>ខ្មែរ (Cambodian)</b>	ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-760-245-4695 (TTY: 711)។
<b>ພາສາລາວ (Lao)</b>	ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ແຈ້ງຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-760-245-4695 (TTY: 711).