La Clinica de Familia (LCDF) complies with applicable Federal civil rights laws and does not discriminate on the basis of color, race, gender, age, religion, national origin, ethnicity, culture, language, disability, genetic information, sexual orientation, gender identity or expression, socioeconomic status, veteran’s status or any other basis protected by applicable federal, state or local law, in admission, treatment, visitation, or participation in our programs, services, and activities or employment.

LCDF will:

* Provide 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)
* Provide 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 the Compliance Officer (CO) listed below.

If you believe that LCDF has failed to provide these services or discriminated in another way on the basis of color, race, gender, age, religion, national origin, ethnicity, culture, language, disability, genetic information, sexual orientation, gender identity or expression, socioeconomic status, veteran’s status or any other basis protected by applicable federal, state or local law, you can file a grievance with:

Director of Quality and Risk Management  
385 Calle de Alegra   
Las Cruces, NM 880051  
Telephone: 575.526.1105

You can file a grievance in person or by mail, or phone. If you need help filing a grievance, the CO 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/smartscreen/main.jsf>, by phone at 1.800.368.1019 or TDD 1.800.537.7697

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
[1.800.368.1019](tel:1.800.368.1019), [1.800.537.7697](tel:1.800.537.7697) (TDD)  
Complaint forms are available at [HHS.gov/ocr/office/file/index.html](https://www.mmclc.org/admin/pages/add/HHS.gov/ocr/office/file/index.html).