

Discrimination is Against the Law

Thorsheim and Ceraso

complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Thorsheim and Ceraso

does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Thorsheim and Ceraso

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Written information in other formats such as (large print, audio, accessible electronic formats)
- Provides 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 Thorsheim and Ceraso at 515-223-1213

If you believe that Thorsheim and Ceraso has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance 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/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.