

## Nondiscrimination Notice

Marula Rehab Telehealth. (MRT) operates its programs and services without regard to race, color, national origin, or disability, in accordance with Title VI of the Civil Rights Act and the Americans with Disabilities Act. A discounted-sliding-fee-schedule is available to those who need it based on family size and income. Any person who believes she or she has been aggrieved by any unlawful discriminatory practice may file a complaint with MRT following our Client Grievance Procedure.

MRT Patients may file a Patient Grievance by:

{Email} [Grievance@marulallc.com](mailto:Grievance@marulallc.com)

{Postal Mail} Quality Assurance  
Attention: Grievance Officer  
2728 N. Canyon Road.  
Pleasant Grove, Utah 84062

{Phone} **801-376-8950** At this number, you will receive assistance by the Grievance Officer, completing the Pre-Developed Grievance Form and asked to verify the information is true and correct under penalty of perjury.

{Online Grievance Form} [Secure Online Grievance Form](#)

Regardless of the method of submission of the Official Patient Grievance; such must be in writing and submitted to the MRT Grievance Officer for an Official investigation. The MRT Grievance Office is an independent party who represents neither MRT nor the Complaining

Party; and who will independently document the complaint, perform an Official Investigation, and provide a written final report of the Investigative Findings to both parties.

For more information about MRT's civil rights program and questions around the procedures to file a complaint, please call 801-376-8950 Monday - Friday 10:00 AM to 7:00 PM [Eastern Standard Time] (*East Coast*) and 12:00 Noon to 6:00 PM *Eastern Standard Time (East Coast)*

If information is needed in another language please the Grievance Officer by Email Request listed in your desired language—and, you will be contacted by return email with a scheduled date and time to call the Grievance Officer and communicate in your selected language.

If you require ADA Compliant Accommodations for Visually or Hearing Impaired, or other qualifying disability, you may contact the MRT's ADA Compliance Department by online Request at: [MRT ADA Accommodations Request](#)

This statement acknowledges Marula Rehab Telehealth's commitment to complying with Title VI of the Civil Rights Act and Title III of the ADA Americans with Disabilities Act— ensuring accessibility for everyone, including individuals with disabilities.