

## EEO COMPLAINT PROCEDURE

- A. All Programs, services and benefits that are administered, authorized and participated in by the Program and its contract agencies shall be operated and provided in accordance with all applicable non-discrimination laws and requirements. No person(s) shall be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination under any program, services or benefit authorized or provided by the Program on the grounds of an individual's race, color religion, sex, national origin, ancestry, age, veteran's status or qualified mental or physical disability.
- B. If an employee, job applicant or other person believes that he has been discriminated against such person is required to file a complaint with the Program in accordance with the process specified below.
- C. The complaint shall be filed with the CEO/Executive Director within thirty (30) days from the date the alleged discriminatory act occurred. Such complaint shall include the following information to the extent that such information is available:
  - 1. The complainant's name, address, and phone number;
  - 2. The nature of the discriminatory allegation and circumstances surrounding the complaint;
  - 3. The name of the person(s) alleged to be involved in the discrimination, and the name of any witnesses to the discrimination, if any are known; and
  - 4. Any other information that may be pertinent to the allegation.
- D. The CEO/Executive Director shall then:
  - 1. Conduct or delegate the completion of a prompt and thorough investigation of all charges;
  - 2. Make preliminary findings as to whether discrimination has occurred or not occurred;
  - 3. Determine the appropriate action necessary to address the complaint; and
  - 4. Determine the process and standards for eliminating the discriminatory practices.
- E. If delegated, the CEO/Executive Director will approve or disapprove the report and recommendation. The CEO/Executive Director shall ensure that the complainant is advised of the findings with ten (10) days of the completion of the investigation.
- F. No person who has filed a complaint, testified, assisted or participated in any manner in the investigation of a complaint, shall be intimidated, threatened, coerced or retaliated against.
- G. The Fiscal Director shall maintain records that substantiate the nature of the complaint, the details of the investigation, the disposition of the complaint, and other related and pertinent information or documents.