# Discrimination Complaints Process

The [*Name of recipient*] is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title IX of the Educations Amendments of 1972, and U.S. Department of Homeland Security regulation 6 C.F.R. Part 19. A complaint may be filed by any individual who believes he or she has been subjected to discrimination based on race, color, national origin (including language), disability, age, sex, or religion.

## **Notice to Program Beneficiaries**

This section should provide notice of how to file a complaint and may include:

* The bases for prohibited discrimination (i.e., race, color, national origin (including language), disability, age, sex, or religion);
* The procedures for filing a complaint (e.g., the timeframe for filing a complaint (180 days after the date of the alleged discrimination), the methods by which complaints can be submitted (e.g., complaint form, written and signed, email, in-person, over the phone), and relevant organization contact information.

The recipient may also include this statement in the notice:

A civil rights complaint can also be filed directly with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). The fastest method to submit your complaint to CRCL is by email, [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov), subject line: ATTN: Antidiscrimination Group. The complaint can also be faxed to 202-401-4708 or by U.S. Mail to U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties ATTN: Antidiscrimination Group, Mail Stop #0190, 2707 Martin Luther King, Jr, Ave., SE, Washington, D.C. 20528;

* Other ways in which the recipient provides notice of the complaint process (e.g., posting information on the recipient’s website (include link), facilities, or in program materials); and
* An explanation of how persons with disabilities and persons with limited English proficiency access the complaints process (e.g., complaint forms available in alternative formats or in other languages, or upon request; telephonic or in-person interpreters; qualified bilingual staff).

## Accepting and Responding to Complaints

This section should describe the procedures for accepting and responding to discrimination complaints from program beneficiaries and may include:

* Designation of employee responsible for complaint procedures;
* Description of how the recipient will provide acknowledgement of the complaint, timeline (e.g., written acknowledgement will be provided within 10 days of receipt), and how the recipient will correspond with the complainant throughout the investigation;

* Description of how the recipient will investigate and resolve the complaint such as whether the recipient will conduct an internal investigation of the complaint, or whether it will refer the complaint to an appropriate external agency for investigation (e.g., a local or states human rights commission, or DHS), and the timeline for investigating or referring the complaint; and
* Description of how the recipient will track complaints received (e.g., a spreadsheet or database).

## Referring Complaints

If the recipient refers complaints to another agency or agencies for investigation and resolution, this section should describe the steps for making this referral and how the recipient will notify the complainant of the referral.

## Dual Filings

This section should explain that complainants should inform the recipient if a complaint has been filed with another agency in order to prevent duplicative investigations, and the steps the recipient will take to contact and coordinate with the other agency.