

HEADS UP

UPDATES AND ISSUES

DIVERSITY AND
CIVIL RIGHTS



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Understanding Procedures for Processing Discrimination Complaints

Annually, Extension faculty and staff complete a self assessment of their knowledge and understanding of civil rights laws, rules, and regulations. Responses to the assessment questions are combined and statistically analyzed. The results of this analysis point to areas where additional training and information may help improve understanding and apply better use of diversity principles and goals.

A deficiency area that Extension faculty and staff have focuses on procedures for processing discrimination complaints. Over 30% responded that they needed improvement to explain the extent and ways which Extension staff members, leaders, clientele and the general public have been informed on the procedures for filing program and/or employment complaints. The primer below provides additional information and resource sites to assist in becoming better informed in understanding procedures for processing discrimination complaints. It is the right of every person to file a complaint if they believe they have been discriminated against. DO NOT attempt to dissuade persons from exercising this right.

Primer for filing a discrimination civil rights complaint

1. Review the policy guidelines delineated on the "And Justice for All" poster displayed in USU Extension offices.
2. The complaint must generally be filed within 180 days of the alleged discrimination; other wise a waiver for additional time may need to be filed.
3. The complaint may be filed with a complaint form [<http://www.usdoj.gov/crt/cor/complaint.htm>] or may be filed in a letter format outlining the elements of the complaint.
4. The complainant must state name, address, telephone contact information; the office or program that discriminated, name of individual, address, telephone contact.
5. Complaints alleging discrimination in the delivery of services/programs must indicate the base(s) on which the complainant believe these discriminatory actions were taken: i.e. race/color, national origin, sex, religion, age, disability.
6. To the best recollection of the complainant specify on what date(s) the alleged discrimination took place, explain clearly what happened, why they believe it happened and how the complainant was discriminated against. Indicate who was involved and how other persons receiving services/programs were treated differently. List any witnesses who may be contacted to support or clarify the complaint and their contact information.
7. The USDA Office of Civil Rights – the Coordination and Review Section reviewing the complaint will require the complainant to provide a consent form to disclose their name in the course of the investigation.
8. The complaint may be filed using the contact information located on the "And Justice for All" poster or they may use contact information for the Equal Opportunity Staff [EOS] at CSREES, or Utah State University Extension.

Contact

Phone: 202-720-8070
Fax: 202-720-6954

or

Phone: 435 – 797-2200
Fax: 435 -797-3268

Mailing Address:
Director of Equal Opportunity
CSREES, USDA
1400 Independence Ave., SW., Stop 2296
Washington, DC 20250-2296

Mailing Address:
Vice President Extension and Agriculture
4900 Old Main Hill
Utah State University
Logan, Utah 84321-4900