



## Catholic Community Service Discrimination Complaint Policy

It is Catholic Community Service (CCS) policy that all applicants, service recipients and stakeholders are treated equally and not excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity regardless of race, color, sex, sexual orientation, pregnancy or pregnancy-related conditions, age, religion, national origin, genetic information, status as a veteran, marital status, or disability. Any person who believes that he/she has been aggrieved by an unlawful discriminatory practice by CCS may file a complaint by completing and submitting CCS's Grievance/Complaint Form.

### Procedure

#### How To File A Complaint

##### 1. Obtain a CCS Grievance/Complaint Form

A CCS Grievance/Complaint form may be obtained one of the following ways:

- Contacting CCS's Compliance Officer by Email; **Jennifer.carson@ccsjuneau.org**.
- mailing a written request or stopping by:  
**Catholic Community Service, 419 Sixth Street, Juneau, Alaska 99801;**
- Calling: **(907) 463-6100**.
- Downloading the form from **[www.ccsjuneau.org](http://www.ccsjuneau.org)**

A signed and dated written complaint may be filed no more than 180 days from the date of the alleged incident. The complaint should include:

- Complainant's name, address and telephone number. (See Question 1 of the CCS Grievance/Complaint Form)
- How, why, and when the complainant believes he/she was discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information. (See Questions 7, 8, 9, and 10 of the CCS Grievance/Complaint Form)
- The names of any persons, if known, whom the Compliance Officer could contact for clarity of the allegations. (See Question 11 of the CCS Grievance/Complaint Form)

Completed CCS Grievance/Complaint forms should be submitted to the CCS Compliance Officer by:

- Dropping off or mailing the completed form to: **419 Sixth Street Juneau, AK 99801**.
- Emailing the completed form to: **Jennifer.carson@ccsjuneau.org**

## **How Complaints Are Handled**

CCS investigates completed written complaints received no more than 180 days after the alleged incident. Once a completed complaint is received, CCS will review it to determine if CCS has jurisdiction.

The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by CCS.

CCS will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, CCS may contact the complainant by mail requesting the needed information. Unless a longer period is specified by CCS, the complainant will have ten (10) days from the date of the letter to send requested information to the CCS investigator assigned to the case. If the CCS investigator is not contacted by the complainant or does not receive the additional information within the required timeline; CCS may administratively close the case. A case may also be administratively closed if the complainant no longer wishes to pursue their case.

After an investigation is complete, CCS will issue a letter to the complainant summarizing the results of the investigation, stating the findings and advising of any corrective action to be taken as a result of the investigation. If a complainant disagrees with CCS determination, he/she may request reconsideration by submitting a request in writing to CCS Executive Director within fourteen (14) days after the date of CCS letter, stating with specificity the basis for the reconsideration. The Executive Director will notify the complainant of his/her decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, the Executive Director will issue a determination letter to the complainant upon completion of the reconsideration review.

## **Alternatives means to file a complaint**

Complaints regarding discrimination or interference with any right or privilege are protected by law. A person may file a complaint directly with:

- Alaska State Commission for Human Rights, 800 A Street, Suite 204, Anchorage, AK 99501-3669.
- Office of Civil Rights at Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Ave, S.W., Room 509F HHH Building, Washington, DC 20201; or

## **For Disability Discrimination complaints -**

- US Department of Justice, 950 Pennsylvania Ave. NW, Civil Rights Division, Disability Rights Section 1425 NYAV, Washington, DC 20530

## **For Transportation related complaints-**

- Alaska Department of Transportation and Public Facilities, at MS-2530, Anchorage, AK 99519-6900; or
- Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

**If information is needed in another language or in larger print, contact CCS at (907) 463-6100.**

### **Quality Assurance**

All complaints will be documented to include name of complainant, date of complaint, description of complaint, summary of investigation and other supporting documentation, determination, any resulting plans for improvement and all documentation regarding appeals. All documentation will be maintained in a secure location.

Quarterly, all complaints will be reviewed for trends and level of risk. All mid to high level of risk complaints will be taken to the Performance and Quality Improvement Steering Committee for further recommendation for improvements.