



GLIDE RURAL FIRE PROTECTION DISTRICT PROCEDURE MANUAL

DIVISION: ADMINISTRATION

SECTION 1.2

**SUBJECT: DISCRIMINATION COMPLAINT PROCESS
(From Clients & Customers)**

PURPOSE

Glide Rural Fire Protection District (the District) complies with Federal civil rights laws and is committed to providing its **programs and services** without discrimination based on race, color, national origin (including language), sex, age, religion, disabilities, or limited English proficiency. The District occasionally receives federal financial assistance. As a recipient of federal financial assistance, the District must comply with the federal statutes and regulations that prohibit discrimination in federally assisted programs or activities.

The purpose of this procedure is to establish written procedures for District personnel to follow when they receive a complaint alleging discrimination or retaliation from clients, customers, program participants, or consumers of the District. Complaints from clients, customers, program participants, or consumers of the District alleging discrimination or retaliation are processed according to this District Procedure. **This procedure does not apply to complaints of employment discrimination.**

SUMMARY

In using and administering federal grant funds, the District ***may not discriminate in the delivery of services or benefits*** on the basis of race, color, national origin (including language), religion, sex, disability, or age, or retaliate against any person for having engaged in protected activity. The District and its personnel must comply with the following federal civil rights statutes and regulations:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including language).
- *Section 504 of the Rehabilitation Act of 1973*, which prohibits discrimination based on **disability**.
- *Title IX of the Education Amendments Act of 1972*, which prohibits discrimination based on **sex** in education programs or activities.
- *Age Discrimination Act of 1975*, which prohibits discrimination based on **age**.
- *U.S. Department of Homeland Security regulation 6 C.F.R. Part 19*, which prohibits discrimination based on **religion** in social service programs.



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DEFINITIONS

For the purposes of this procedure, the terms cited in this procedure are defined as follows:

- **Complainant:** A client, customer, program participant, or consumer of the District allegedly subjected to unlawful discrimination or retaliation by any District personnel, based on or because of a federally protected class status, who submits a complaint to the District pursuant to this procedure.
- **Complaint Coordinator:** The individual designated by the District to oversee this procedure is the Fire Chief.
- **Person:** A client, customer, program participant, or consumer of the District.
- **Retaliation:** Any adverse employment action toward a person(s) engaged in an activity protected under federal law, such as making a charge, testifying, assisting or participating in any charge of unlawful discrimination.

COMPLAINT PROCEDURES

Reporting a Complaint

A person who thinks he or she has been discriminated against by the District **in the delivery of services or benefits** on the basis of race, color, national origin (including language), religion, sex, disability, or age, or thinks he or she has been retaliated against by the District for having engaged in protected activity, may file a written complaint alleging such discrimination or retaliation with the Complaint Coordinator.

Written complaints must be submitted on the District **Allegation of Discrimination** form which is attached as Appendix A and is available from the District's Business Office. If a written complaint is not submitted on the **Allegation of Discrimination** form, the District will provide the complainant a copy of the form to complete. A complainant may file a complaint orally by contacting the Complaint Coordinator if a disability impairs the complainant's ability to file a written complaint. The complaint should contain the following:

- The name, address, phone number and signature of the complainant, and authorized representative, as appropriate, filing the report.
- The names of all parties involved, including witnesses.
- A specific and detailed description of the conduct or action that the complainant believes is discriminatory or retaliatory.
- The location and date or time period in which the alleged conduct occurred.
- A description of the remedy the complainant desires.



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A complaint must be submitted as soon as possible, but **no later than 90 calendar days** after the alleged act of discrimination or retaliation. Complaints can be submitted in person or by mail to: Glide Rural Fire Protection District’s Fire Chief at PO Box 446, (18910 North Umpqua Hwy.) Glide, OR 97443, Phone #541-496-0224.

Processing the Complaint

Within 14 calendar days of receipt, the Complaint Coordinator shall provide the complainant with a written notice acknowledging receipt of the complaint. In this acknowledgement letter, the Complaint Coordinator shall inform the complainant that the complainant may also file a complaint directly with the U.S. Department of Homeland Security as follows:

E-mail: CRCLCompliance@hq.dhs.gov (fastest method to submit your complaint)

Fax: 202-401-4708

U.S. Mail:

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
Compliance Branch, Mail Stop #0190
2707 Martin Luther King, Jr. Ave., SE
Washington, D.C. 20528

All complaints will be taken seriously and will be handled in a discreet and confidential manner, to the extent possible. The complainant is solely responsible for complying with all procedures the agency may require for investigating and resolving the complaint.

The District will review the complaint and conduct an internal investigation within 3 months of receipt of a written complaint. The District’s Board of Directors will be kept apprised of investigation progress and findings. Complaint review progress and resolution will be tracked using a spreadsheet.

If the complaint is forwarded to an investigative agency for review, the Complaint Coordinator will, within thirty (30) calendar days of the referral, provide written notification to the complainant of the referral date and the name and address of the investigative agency to whom the complaint was forwarded.

Accommodations will be made by District personnel to communicate with complainants with disabilities or with limited English proficiency (LEP). This may include reading correspondence by phone, sending correspondence in Braille, or having correspondence translated into the



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complainant's native language.

TRAINING

The District shall provide periodic training on the procedures set forth in this procedure to District personnel, including personnel's responsibility to refer discrimination and retaliation complaints to the Complaint Coordinator.

PROCEDURE NOTIFICATION

A copy of this procedure will be provided to all District personnel, will be included with the orientation materials provided to new personnel (volunteer or paid), and is available from the business office upon request. A copy of this procedure is also available to the public on the glidefire.org website, along with the complaint form.

This procedure is for District use only and does not apply in any criminal or civil proceeding. This District procedure should not be construed as a creation of higher legal standard of safety or care in an evidentiary sense with respect to third-party claims. Violations of this procedure will only form the basis for District administrative action.

Ted Damewood, Fire Chief

See Attached Appendix A – Allegation of Discrimination form