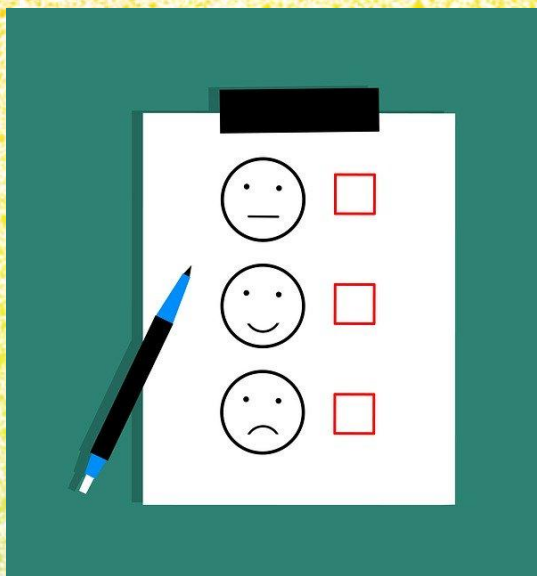




Complaint Processes



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IANRE evaluation &
civil rights support

Today's slides cover the following aspects of handling complaints:

1. Legal Basis
2. Confidentiality
3. Routing Options
4. Poster Obligation
5. Interpersonal Advice

Equal Employment Opportunity Commission (EEOC)

Protected Category Links:

- [Age](#)
- [Disability](#)
- [Equal Pay/Compensation](#)
- [Genetic Information](#)
- [Harassment](#)
- [National Origin](#)
- [Pregnancy](#)
- [Race/Color](#)
- [Religion](#)
- [Retaliation](#)
- [Sex](#)
- [Sexual Harassment](#)

Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq. ("Title VI") Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance. -[HHS.gov](https://www.hhs.gov)

***Americans with Disabilities Act of 1990, as Amended:
“physical and mental disabilities in no way diminish a
person's right to fully participate in all aspects of society,
but... people with physical or mental disabilities are
frequently precluded from doing so because of prejudice,
antiquated attitudes, or the failure to remove societal and
institutional barriers” - <https://www.ada.gov/pubs/ada.htm>***

UAF Policy

Notice of Nondiscrimination ([BOR Policy & Regulation 01.02.020](#))

The University of Alaska does not discriminate on the basis of race, religion, color, national origin, citizenship, age, sex, physical or mental disability, status as a protected veteran, marital status, changes in marital status, pregnancy, childbirth or related medical conditions, parenthood, sexual orientation, gender identity, political affiliation or belief, genetic information, or other legally protected status.



NIFA Civil Rights Review Response

Item 10:

Provide training for published program and employment complaint procedures. UAF must ensure all Research staff members and volunteers understand the complaint process and issues of compliance and noncompliance. Ensure the USDA “...And Justice for All” poster showing the nondiscrimination policy statement and how to file a civil rights complaint is properly displayed in areas of institutional facilities visited by the public. UAF should maintain record of prompt, fair, and impartial processing of complaints, including the adequacy of complaint procedures.

Please remember to update your Poster Log annually



Recognizing Complaints

- Participants won't always use the word "complaint"
- They may say they want you to be "aware" of something
- They may say the source is a rumor or third party
- They may be uncomfortable with confrontation and make a "casual" remark for you to overhear

**Regardless of how the information is framed,
all reports of discrimination must be taken seriously!**

Confidentiality:

Copies of complaints are NOT stored in the shared office civil rights files. Send documentation straight to [Equity & Compliance](#).

Retaliation is illegal. Keeping the details private helps protect against retaliation.

Routing Options:

IANRE Director

(who will inform Dept. of E&C)

UAF Dept. of Equity & Compliance

(recommended starting point!)

United States Dept. of Agriculture

(participants can follow instructions on poster)





Department of Equity and Compliance

Resources ▾

File a report ▲

Accessibility (ADA/504) ▾

Stats & documentation

Title IX

Training

Contact us

Reporting options

Report discrimination

Report sexual or gender-based misconduct

Report crimes

Other reporting options

The University of Alaska promotes a working and learning environment free of discrimination and respect.

The UAF Department of Equity and Compliance promotes a working and learning environment free of discrimination, including harassment and violence, and leads a focused effort to build inclusive systems at UAF by ensuring compliance with civil rights laws; providing advice and direction to administration, faculty, staff, supervisors and students; and institutionalizing processes to eradicate discrimination and build equity.

The department works with [many other groups and programs](#) to reach these goals.

Expect respect.

are treated with common courtesy, compassion, dignity





United States Department of Agriculture



In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.pdf, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

fax:
(833) 256-1665 or (202) 690-7442;

email:
program.intake@usda.gov.

This institution is an equal opportunity provider.

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo, edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles (no todos los principios de prohibición aplican a todos los programas).

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en

www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.pdf, en cualquier oficina del USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

correo postal:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; o

fax:
(833) 256-1665 o (202) 690-7442;

correo electrónico:
program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.

Poster Guidance:

- Must be 11”X17” for readability
- Must display while conducting program delivery (laminated copy)
- Must display in facilities where it can be viewed by customers

<https://nifa.usda.gov/resource/and-justice-all-poster>

How do we inform our learners of this information in a digital environment?

Interpersonal Advice

Don't interrupt

Don't tell them they must have misunderstood

Don't treat them differently the next time you see them

Do allow them to share their truth as they experienced it

Do inform them of their right to file a complaint and routes for doing so



Complaint Resources



- [Dept. of Equity & Compliance: Information and Rights](#)
- [Alaska State Commission for Human Rights](#)
- [Equal Employment Opportunity Commission \(EEOC\)](#)
- [NIFA Civil Rights & Equal Employment Opportunity](#)





Questions?



INSTITUTE OF AGRICULTURE,
NATURAL RESOURCES & EXTENSION



University of Alaska Fairbanks