**Compliant Procedure – Intake Team Checklist**

**(ADA Title II)**

**Complaint Team**

| **Role** | **Summary of Role** | **Assigned To** |
| --- | --- | --- |
| Intake Person | Contact for complaints | Will be 311 in the future. |
| Communication Person | Manages communication and tracks timelines. |  |
| Investigator | Person with knowledge of Civil Rights Complaints who collects information and conducts interviews – finds out what occurred, identifies regulatory guidelines, applicable laws, regulations; crosswalks discriminatory theory and regulatory guidelines with details of complaint; identifies relevant policies and procedures, etc.; brainstorms possible corrective actions or improvements | Possible to contract out. |
| Complaint Authority | Has authority to negotiate and offer resolution for the complaint. This person should have financial and decision-making authority for the bureau or have the access to the financial and decision-making authority for any division of the bureau. | Business Operations Managers  Deputy Directors  Equity Managers |
| Bureau Civil Right Compliance Coordinator | Liaison to report back to OEHR and Council - copied on all communication and investigation correspondence. | Bureau identified ADA Title II and Civil Rights Title VI coordinator |

**Compliant Procedure – Red. Yellow, Green Checklist**

**Determining Complaint Status**

| **Color** | **Description** | **Parties to Include during Fact Finding** |
| --- | --- | --- |
| Green | Complaints that can be triaged simply. The action necessary to triage these sorts of complaints generally don’t require more than making a phone call or two to connect the dots where something has fallen between the cracks |  |
| Yellow | Complaints that may be more complicated than green, they will generally require a level of informal fact finding/investigation. Yellow may include higher budget requirements or policy modifications. | Yellow complaints may require some guidance and direction by OEHR subject matter experts and possibly attorneys. |
| Red | These complaints are very complicated and should be escalated to the bureau advice attorney or to a manager in the bureau who can bring it to the City attorney. The ADA Title II or Civil Rights Title VI Coordinator should still participate in the process but is not expected to have the subject matter expertise to manage a complaint of this nature, multiple legal and subject matter experts are involved. | Bureau City attorney.  ADA Title II or Civil Rights Title VI Coordinator.  Subject Matter Experts. |

| **Action** | **Summary of Action** | **Timeline** | **Assigned To.** |
| --- | --- | --- | --- |
| Complaint Made | Complaint filed with the bureau, office, division, or City agency that is responsible for the facility, program, service, benefit, activity, event, communications, or contract or agreement, or where the situation, practice, or action implicated in the complaint took place. | Filed within one hundred eighty (180) days of the alleged discrimination or when the alleged discrimination became known to the complainant | Complainant |
| Complaint Tracking Number | The responsible bureau will assign the complaint a tracking number upon receipt of the complaint. | Day 1 of Timeline | Intake Person |
| Denied or Accepted Notification to Complainant. | Complaint is denied or accepted to pursue an investigation. Includes the tracking number as well as that they have the right to file complaints with other local, state, or federal agencies, or the courts. | Within 15 days of receipt, that the complaint is accepted to pursue an investigation, and provide the tracking number. | Communication Person |
| Notification to ADA Title II Manager | Send a copy of the complaint and Notice of Denial or Acceptance of the complaint. | Within 15 days of receipt, that the complaint is accepted to pursue an investigation, and provide the tracking number. | Communication Person |
| Investigation/Information Gathering | Interviews – finds out what occurred, identifies regulatory guidelines, applicable laws, regulations; crosswalks discriminatory theory and regulatory guidelines with details of complaint; identifies relevant policies and procedures, etc.; brainstorms possible corrective actions or improvements. |  | Investigator |
| Complete Investigation/Information Gathering/Fact Finding | Liaison to report back to OEHR and Council - copied on all communication and investigation correspondence. | Within 60 days after written notes of acceptance of the complaint. | Investigator |
| Findings and draft response to ADA Title II Manager | Summary of findings and draft response to complainant. | Within 5 days of complaint investigation ending. | Communication Person |
| Comments by ADA Title II Manager | Review summary of finding and draft response to complainant and provide feedback: review and comment. | Within 5 days of receiving findings and Draft response | ADA Title II Manager |
| Findings communicated to Complainant. | Send finding to complainant. | Within 6 days of receiving findings and Draft response | Communication Person |

**Complaint Process – TimeLine of Actions**

**Complaint Process**