

2.9b Equal Employment Opportunity (and service access) complaint procedure

Policy:

It is the policy of the O'Neill Senior Center that any employee or potential employee, client or potential client who believes that he/she has been discriminated against by reason of race, color, religion, national origin, sex, age, disability, education, or ability to pay may file a complaint according to procedure.

Procedure:

1. Discuss the matter with the designated O'Neill EEO Officer (Executive Director) who will attempt to resolve the complaint informally, explain the grievance procedures, and/or assist in filing a complaint.
2. If the complainant desires to file a formal complaint, he/she must submit his/her complaint in writing within 30 days of the action which caused his/her complaint. The written complaint should include the complainant's name, address, phone number, type of discrimination alleged, individuals involved, when and where it happened, and all other pertinent facts and circumstances. It is then submitted to the designated O'Neill EEO Officer.
3. The EEO Officer will then investigate and attempt to bring about a solution satisfactory to the complainant and the agency within 40 days of receipt of the written complaint.
4. If negotiations between the EEO Officer and complainant are not satisfactory to the complainant, he/she may request a fair hearing, which will be granted, before the Executive Committee of the O'Neill Senior Center.

Reviewed 1/28/08

