

DISCRIMINATION COMPLAINTS PROCESS

Frederick County complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- *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.

It is against the law for Frederick County to retaliate against anyone who takes action to oppose discrimination, files a grievance, or participates in the investigation of a grievance in accordance with the above authorities.

PROCEDURES

Complaints regarding Frederick County government practices or actions affecting the general public and that are alleged to violate any of the above laws should be addressed to: Roderick B. Williams, County Attorney, 107 North Kent Street, Winchester, VA 22601, Phone 540-722-8383, Fax 540-667-0370, E-mail rwillia@fcva.us, who has been designated to coordinate complaint and program compliance efforts. This person serves as the Complaints Officer. Complaints regarding Frederick County employment practices, and the procedure for investigating and resolving such complaints, will be governed by the County's Human Resources Policies.

A complaint should be filed in writing (or verbally, if the complainant is unable to prepare the complaint in writing) and should contain the name and address of the person filing it and briefly describe the complaint and/or any alleged violations.

1. A complaint should be filed within 120 calendar days after the complainant becomes aware of the alleged violation and their rights. (Processing of allegations of discrimination occurring before this complaint procedure was in place will be considered on a case-by-case basis.)
2. An investigation, as may be appropriate, shall follow filing a complaint. The Complaints Officer is to conduct an impartial and confidential investigation. These procedures allow for informal but thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.

3. Any complaint should be addressed within 15 working days after receiving the complaint and should be resolved within 30 working days. The Complaints Officer should issue a written determination as to the validity of the complaint and description of resolution, if any, shall be issued by the Complaints Officer and a copy forwarded to the complainant no later than the 15 working days after its filing.
4. The Complaints Officer shall maintain the files and records of Frederick County relating to any complaints filed. The complaint file should include:
 - a. A summary of the issues/list of relevant facts, as prepared by the Complaints Officer
 - b. Any and all relevant documents provided by the person making the complaint
 - c. Any summary response from the program/project manager or subrecipient
 - d. Any documents available supporting relevant facts
 - e. All other pertinent file documents including: (i) Any consultant recommendations or special determinations; and (ii) all applicable federal regulations and Frederick County policies.

For persons with disabilities and for persons with limited English proficiency, the County will, as appropriate and upon request, provide information in alternate formats, translated documents, and/or oral interpretation.