

DISCRIMINATION COMPLAINTS PROCESS

A formal Complaint of Discrimination from any program participant, client, customer or consumer of the Brussels Union Gardner Department, Inc. will be handled in the following manner:

The Brussels Union Gardner Fire Department, Inc. affirms that it does not discriminate against persons in accordance with the federal protections noted in its NOTICE OF NONDISCRIMINATION. Should a complaint be registered, the following process will be followed in the receipt and response to each complaint.

1. The Fire Chief of the Brussels Union Gardner Fire Department, Inc. is the responsible person within the organization to receive and process any complaint of discrimination, internally from within the department or externally, from within the community.
2. Upon receipt of a formal complaint filed in accordance with the NOTICE OF NONDISCRIMINATION, the Fire Chief will:
 - a. Acknowledge receipt of the complaint to the person filing said complaint with the contact information contained in said complaint within a reasonable period of time, not to exceed 10 calendar days. Contact information from the complaint will be used for all further communication with the party that initiated the complaint.
 - b. Determine with the filing party whether the complaint has been filed with another federal, state or local agency. If so, the Fire Chief will contact said agency to coordinate the response effort.
 - c. Investigate the complaint, personally or by delegate. All information gained in the investigation will be held in confidence and shared only with persons involved in the response and or resolution of the complaint.
 - d. The Fire Chief will undertake the investigation process with the goal of resolving the complaint within 6 months of receipt of the complaint. If the investigation process is delegated to an external agency, assignment of the process will be made within 14 days of receipt of the complaint. Additionally, rationale for assigning the investigation process will be communicated to the party who filed the complaint.
 - e. The Fire Chief will maintain record of all claims of discrimination filled with the Brussels Union Gardner Fire Department, Inc. in any calendar year and cause the record to show the status of each complaint, (e.g. open, closed, working, etc.)
 - f. As necessary and as noted in the NOTICE OF NONDISCRIMINATION, the Fire Department will afford assistance, free of charge, to ensure the complaint process is accessible for persons with disabilities and persons with limited English proficiency.
3. Should a situation exist where the Brussels Union Gardner Fire Department, Inc. causes financial assistance to be transferred to a third party, the Subrecipient must comply with applicable civil rights requirements.