

## **Civil Rights Grievance Procedure**

This Grievance Procedure is established to meet the requirements of the Civil Rights requirement under 40 CFR 5.140 and 7.95. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of race, color, national origin, sex, age, or disability in the provision of services, activities, programs, or benefits by the Environmental Quality Division. The City of Jacksonville's Personnel Policy governs employment-related complaints of discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem, as included on the electronically available form. Alternative means of filing complaints or receiving the grievance procedure in an alternative format, such as, large print, braille, personal interviews or a tape recording of the complaint will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

Ruby Tucker  
Civil Rights Coordinator  
Environmental Quality Division  
214 N. Hogan St., 5<sup>th</sup> Floor  
Jacksonville, FL 32202

Within 15 calendar days after receipt of the complaint, the Civil Rights Coordinator or their designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, they will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Environmental Quality Division and offer options for substantive resolution of the complaint.

If the response by the Civil Rights Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City of Jacksonville's Neighborhoods Director or his/her designee.

Within 30 calendar days after receipt of the appeal, the Director or his/her designee will discuss the complaint and possible resolutions. Within 15 calendar days after the discussion, the Director or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Civil Service Coordinator or his/her designee, appeals to the Director or his/her designee, and responses from these two offices will be retained by the Environmental Quality Division for at least three years.