

ATTACHMENT F - Complaint processes, including Division of Victim Services

From Language Access Plan:

I. Complaints

- **STATE OF WYOMING - for complaints against Program Member Organizations:** Wyoming Office of the Attorney General - Division of Victim Services - from the [Resources](#) page - [Civil Rights Complaint Procedure](#). See the link or Attachment F for the full policy and procedure. “As a recipient of federal financial assistance from the U.S. Department of Justice (DOJ), the Division of Victim Services (DVS) is committed, as a matter of principle, and in compliance with applicable federal laws, to prohibiting discrimination and behaviors, which, if repeated, could constitute discrimination. Accordingly, this policy established written procedures for 1) individuals to follow in filing an employment or services discrimination complaint with DVS; and 2) DVS employees to follow when they receive complaints alleging employment or services discrimination from employees, clients, customers, program participants, applicants, or consumers of DVS or of DVS grantees receiving federal financial assistance from DOJ.”
 - Filing a complaint: A person who believes s/he has been harassed or been subject to discriminatory treatment within DVS or by a DVS grantee because of race, color, national origin, sex, age, religion, or disability, or has been retaliated against for engaging in protected activity, is urged to file a complaint through DVS Civil Rights Officer. The current Civil Rights Officer is Cara Boyle Chambers, (307) 777-7200, Cara.Chambers@wyo.gov.
 - Generally, formal complaints must be filed with the Civil Rights Officer within 180 calendar days of the alleged discrimination. If the complainant is not filed on time, the complainant shall provide the reason for the delay and request a waiver of this filing requirement. DVS shall decide whether to grant the waiver. The complaint may be filed in a letter, in an email, in person, or over the phone. In anticipation of filing a complaint, an individual may find it beneficial to contact the Civil Rights Officer to obtain policy clarification, advice, or assistance.
- **WCADVSA Legal Services Program Participants or those requesting services from WCADVSA:** Filing a complaint: A person who believes they have been harassed or been subject to discriminatory treatment within WCADVSA because of race, color, national origin, sex, age, religion, or disability, or been retaliated against for engaging in protected activity, is urged to file a complaint through WCADVSA’s Civil Rights Officer. The current Civil Rights Officer is Jennifer Zenor, (307) 755-5481, jzenor@wyomingdvs.org. See p. 3 for WCADVSA’s complaint form that should be readily available for anyone, and available with the Know Your Rights brochure..
- **FEDERAL: No one receiving services at WCADVSA or a program member needs to start with DVS or WCADVSA to begin a complaint.** Protocols for filing a Title VI complaint with the Department of Justice should a client’s language access rights be denied by a federal grant recipient are as follows:

- o If a person served believes that they have experienced discrimination, they are encouraged to file a civil rights complaint as soon as possible. In most circumstances, the persons served have only one year from the date of the incident to do so. Complete the [Complaint Verification Form](#) and the [Identity Release Statement](#) and submit to:

Office for Civil Rights
Office of Justice Programs
U.S. Department of Justice
810 Seventh Street NW
Washington, DC 20531

- o **Or Complaint Referral Service**

The U.S. Commission on Civil Rights' complaint referral service is designed to help place you in contact with the appropriate office for obtaining information about the complaint process. In addition to providing information specific to your situation, the referred office will be able to further assist you in the event you decide to initiate a discrimination complaint:

1-800-552-6843 or (202) 376-8513
1-800-877-8339 Hearing Impaired
Email: referrals@usccr.gov

- o **Or Office of Civil Rights (OCR) investigates complaints from individuals or groups who believe that they have experienced discrimination from an agency that receives funding from the Justice Department.** These include the [Office of Justice Programs](#) and its components as well as the [Office of Community Oriented Policing Services](#) and the [Office on Violence Against Women](#). OCR can also investigate agencies that receive Justice Department funding from state and local government agencies. Federal laws prohibit discrimination on the basis of race, color, national origin, religion, sex, age or disability.