

Civil Rights Grievance Procedure

This Grievance Procedure 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. This procedure is posted on the City's Environmental Quality Division's website at <http://www.coj.net/departments/neighborhoods/environmental-quality>

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. The complaint may be submitted in person, by mail or by email to Ronda Wheeler at the addresses below. 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 City of Jacksonville does have interpretive services for those individuals that have limited English proficiency.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible, but no later than 180 calendar days after the alleged violation to:

Ronda Wheeler
Civil Rights Coordinator Environmental Quality Division City of Jacksonville
214 N Hogan Street, 5th Floor Jacksonville, Florida 32202
904-255-7100
904-255-8008 TTY
904-255-7130 fax
rondaw@coj.net (email)
<http://www.coj.net/departments/neighborhoods/environmental-quality>

Ms. Wheeler is responsible for receiving and processing/investigating complaints for the Environmental Quality Division or forwarding them to the Jacksonville Human Rights Commission or Employee Services and implementing civil rights policy (see attachments). The City of Jacksonville also has the Jacksonville Human Rights Commission which handles employment, housing, and public accommodations discrimination complaints citywide ([http://nature of the complaint](http://natureofthecomplaint) or the service or activity upon which the complaint is being made, complaints can also be filed with the U.S. Department of Health and Human Services at 200 Independence Avenue, SW, Room 509F, HHH Building or the U.S. Department of Homeland Security (DHS). Contact Information for filing complaints with DHS Office for Civil Rights and Civil Liberties (CRCL)

- E-mail: CRCLCompliance@hq.dhs.gov (fastest method to submit your complaint)
- Fax: 202-401-4708
- U.S. Mail:
 - U.S. Department of Homeland Security
 - Office for Civil Rights and Civil Liberties
 - Compliance Branch 245 Murray Lane, SW
 - Building 410, Mail Stop #0190 Washington, D.C. 20528
- Website for additional information: <https://www.dhs.gov/file-civil-rights-complaint>

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.