

	Department of Human Services CHILDREN, ADULTS & FAMILIES	NUMBER: I-A.5.3
	CLIENT SERVICES MANUAL I	SECTION: A. Client Rights
	ISSUED BY: Employee Services EFFECTIVE DATE: May 17, 1999	SUBSECTION: 5. Right to a Hearing
SUBJECT: 3. Civil Rights Complaints - Child Welfare Policy		

Responsible Manager: Employee Services, Assistant Administrator Approval: _____
Assistant Administrator, Employee Services

Interpretation: Affirmative Action Officer,
Civil Rights Complaints Coordinator

REFERENCES: Title VI and VII, Civil Rights Act (1964)
Section 504 Rehabilitation Act (1973)
Americans With Disabilities Act (1990)

PURPOSE

The State Office for Services to Children and Families is committed to the policy that no person shall, on the grounds of race, color, sex, religion, national origin, age, disability or marital status, be denied employment or services. Reasonable accommodations will be provided to qualified persons with disabilities upon request, including the provision of information in alternative format (large print, computer disc, Braille, audio tape, or oral presentation) as necessary.

If Child Welfare clients believe that Child Welfare has not followed the announced policy on discrimination, they may express their dissatisfaction through the following complaint procedures.

PROCEDURE

(1) Informal discussion. If a client, employee, or community member, prior to signing a formal complaint, wishes to discuss the complaint with the branch and/or region manager, the client should be encouraged to do so. A local settlement of a civil rights problem is often desirable. However, local staff should not make a financial settlement without the approval of the Child Welfare director. It should be made clear to the complainant that taking a civil rights problem to local management in no way affects the clients right to call the Child Welfare Affirmative Action Officer or file a written complaint.

(2) Formal complaint. When a client, employee, or community member is of the opinion that the Department has discriminated against him/her because of race, color, national origin, sex, religion, age, or disability, the client may file a written complaint by contacting:

(a) The Child Welfare Civil Rights Coordinator:

State Office for Services to Children and Families
Equal Opportunity/Affirmative Action Officer
Human Resource Building, 4th Floor
500 Summer Street, NE
Salem, OR 97310

(b) The DHS Diversity Manager:

Department of Human Resources
DHS Diversity Manager
Human Resource Building, 4th Floor
500 Summer Street, NE
Salem, OR 97310

Service and public accommodation complaints can also be directed to:
The Civil Rights Office of Health and Human Services:

Department of Health and Human Services
Office For Civil Rights, Region X
M/S RX- I 1
2201 Sixth Avenue
Seattle, WA 98121

Employment related complaints can be directed to:

(a) The Bureau of Labor & Industries, Civil Rights Division, State of Oregon. See your local phone book for contact information.

(b) The Equal Employment Opportunity Commission

U.S. Department of Labor, EEOC
Seattle District Office
909 First Avenue, Suite 400
Seattle, WA 98104