

# Civil Rights Complaints

The NAACP is in place to address civil rights violations for any citizen. Someone to make sure the system is working for you, not against you. If you feel you have experienced a civil rights violation, please contact us with your concerns, we can only accept and review written complaints. Once received, your complaint will be processed and reviewed by our legal redress team, who will determine if your complaint meets the criteria of a civil rights complaint. If your case does meet the criteria, appropriate action will be taken to move your case towards a satisfactory outcome.

## 9-STEP COMPLAINT REVIEW PROCESS

If you believe that you have been the victim of a Civil or Human Rights wrongful action and want to file a complaint with the NAACP to have the organization investigate your complaint, you **MUST** submit a formal Complaint Form.

**Always Advise Complainant that we are not Attorneys**

**Here are the sequential actions for submitting a complaint and the NAACP processing steps:**

1. Applicant/Complainant obtains and completely fills out a NAACP Complaint Form.
2. Applicant submits the completed Complaint Form to the NAACP.
3. The NAACP dates and time stamps Complaint Form upon receipt.
4. The NAACP's **Legal Redress Team (LRT)** reviews received Complaint Forms for completeness and to determine the dynamics of the complaint and potential course(s) of action for complaining applicant and ultimately, resolution of the issue.
5. The NAACP LRT contacts the complainant to:
  - \* Request additional or collaborating information, if needed.
  - \* Schedule an appointment with the complainant, if there's sufficient evidence of a wrong doing or actionable offense,
  - \* If LRT determines the complaint does NOT have merit for action, advise the complainant of this and the reason(s) why.
6. Interview the complainant and have complainant complete applicable waiver and authorization forms.
7. Determine the best course of action to obtain resolution of the complaint.
8. Pursue recommended course of action. When necessary, refer complainant to legal counsel resources.
9. Develop and maintain detailed documentation for each case.

**\*Always get the other side's story, it must also be in writing and try to resolve the issue locally if possible.**

## **Typical Civil Rights Complaints**

**Employment Discrimination:** Investigate and refer the complainant to these entities if necessary: EEOC, Dept. of Labor or Dept. of Justice-Civil Rights Division.

Title VII of the 1964 Civil Rights Act as Amended in 1991 Prohibits Employment Discrimination and provides Compensation that would make the victim whole again, it also Prohibits the use of Retaliation from the Employer. The section also enforces the Uniformed Rights Act of 1994 against State and Local Government as well as Private Employers.

**Police Misconduct:** Investigate and refer the complainant to this entity if necessary: U.S. Dept. of Justice-Civil Rights Division.

**Prison Complaints:** Investigate and refer complainant to: Dept. of Justice-Civil Rights Division of Federal Bureau of Prisons.

**Housing:** Investigate and refer complainant to: Housing & Urban Development (HUD) State and Federal Civil Rights Divisions. Fair Housing Act of 1968 and the 1988 Amendment Prohibits Housing Discrimination Practices. Title VIII Prohibits Discrimination in the terms of Sale, Rental or Occupancy.

**Voting Rights:** Investigate and refer complainant to: Dept. of Justice-Voting Rights. Voting Rights Act of 1965 Prohibits Voting Discrimination.

**Education:** Investigate and refer complainant to: U. S. Department of Education Civil Rights Division. Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendment of 1972, the Equal Educational Opportunities Act of 1974 Prohibits Education discrimination.