

CLIENT DISCRIMINATION COMPLAINT PROCESS**1. POLICY STATEMENT**

The Department of Economic Security (DES) supports the policy of non-discrimination issued by the Governor of the State of Arizona. DES commits itself and its contractors, sub-contractors, grantees, sub-grantees, vendors and suppliers, to the concept of equality. The Office of Equal Opportunity (OEO), Department of Economic Security, in conjunction with other divisional staff, is responsible for processing all charges of discrimination. The Director of the Department of Economic Security has the ultimate responsibility for the Equal Opportunity Program.

2. OBJECTIVE

To maintain a policy of equal opportunity and to extend fair treatment to all in the delivery of services and in employment practices, in conformity with Title VI of the 1964 Civil Rights Act as amended, the 1967 Age Discrimination in Employment Act, Sections 501, 503 and 504 of the Rehabilitation Act of 1973 as amended, the Americans with Disabilities Act (ADA) of 1990, and the Age Discrimination Act of 1975.

To assist applicants, recipients, and employees of the Department of Economic Security (DES) or its providers in resolving charges of discrimination fairly and quickly.

3. DEFINITIONS

- A. **Complainant.** A DES provider, applicant, or person who initiates a discrimination charge against a DES program or its employee(s) or those of a provider.
- B. **Respondent.** Any agency, organization or individual receiving funds from DES as a sub-grantee or an employee who is accused of discrimination in violation of the Federal and State laws of non-discrimination.
- C. **Provider.** An agency or individual who has entered into an agreement or contractual arrangement with DES to provide goods or services.

D. BASIS OF ALLEGED DISCRIMINATION:

- **RACE**
- **COLOR**
- **NATIONAL ORIGIN**
- **RELIGION**
- **SEX** (Includes Pregnancy, Sexual Harassment)
- **INDIVIDUALS WITH DISABILITIES** (Americans with Disabilities Act of 1990, as amended, Section 503 of the Rehabilitation Act of 1973, as amended)
- **DISABLED, RECENTLY SEPARATED, OTHER PROTECTED, AND ARMED FORCES SERVICE MEDAL VETERANS** (Vietnam Era Veterans Readjustment Assistance Act of 1974, as amended)
- **AGE** (Age Discrimination in Employment Act of 1967, as amended), (Age Discrimination Act of 1975)
- **RETALIATION**
- **GENETICS** (Title II of the Genetic Information Nondiscrimination Act [GINA] of 2008)

4. CHARGING PROCEDURE

- A. The Complainant shall have 60 days from the date of the alleged discriminatory act to file a charge with the Office of Equal Opportunity, P.O. Box 6123, Phoenix, Arizona, 85005, Site Code: 049Z. Telephone: (602) 364-3976.
- B. The Director's Office of Equal Opportunity will:
 - (1) inform the Complainant of his/her right to file with the appropriate Federal enforcement agency. If the Complainant files a charge through the DES procedure, he/she will be notified in writing that the charge has been received. The Complainant will also be notified upon completion of the investigation.
 - (2) advise the Assistant Director of the appropriate division of the charge(s).
 - (3) coordinate the investigation with the appropriate divisional Affirmative Action/Equal Opportunity coordinator, if there is one.
 - (4) notify the Complainant of his/her right to file directly with the appropriate Federal agency, when a resolution is not effected through the DES procedure.
 - (5) advise the Respondent that no person shall be denied services, benefits, privileges or employment as a consequence of a charge against DES, its providers, or their employees because he/she filed a charge of discrimination or opposed an unfair employment practice.

Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title II of the Genetic Information Nondiscrimination Act (GINA) of 2008, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, disability, genetics and retaliation. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy; by contacting 602-364-3976.; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request. • Disponible en español en línea o en la oficina local.