

How the Complaint Process Works

If you are claiming **retaliation for reporting a health or safety issue**, we will process your complaint form as soon as it arrives in our office.

For all other types of complaints:

1. We will begin to process your complaint 6-8 weeks after we receive your questionnaire.
2. We will determine if you have provided a link between the protected class you are claiming was violated and your harm. Based on our review of your questionnaire, we will: Write you a letter stating that your case is not being continued, write you a letter asking for clarification, or draft a charge based on your questionnaire.
3. A “Charge” is a statement stating what you are alleging and some supporting facts (specific incidents) that happened that you relate to the discrimination.
4. We will send you a copy of the “Charge”. If all the information is correct, sign it and have your signature notarized. (A bank usually has a notary, and will charge a fee), or you can bring your complaint to a Bureau of Labor and Industry Office and we will notarize your signature for free. If you feel that the Charge needs some changes or corrections, call the Bureau of Labor – Civil Rights before you sign. You may have to wait for a corrected copy to be sent.
5. After we receive your notarized copy, we will open a case. You will receive a letter stating that your case is opened and the employer will receive the same letter on the same day, with a copy of your “Charge”. Your case will be assigned to an investigator.
6. The employer will have about two weeks - month to respond to the charges.
7. After the investigator receives the response from the employer, you will be asked about the evidence you have to support your allegations. Based on your evidence, an impartial investigation will begin, or your case will be dismissed.
8. If the investigation shows no evidence in your favor, Civil Rights will issue you a letter stating that the case is closed, which is also a “right to sue” letter.
9. If the case is decided in your favor, the investigator will assist you in the negotiation process.