



## CIVIL RIGHTS COMPLAINT & LEGAL REDRESS PROCESS FLOW & FAQ's

1. The NAACP Ventura County Chapter cannot accept actual verbal complaints over the telephone.
2. The NAACP Ventura County Chapter does NOT have lawyers! When necessary, we will refer you to legal counsel.
3. The NAACP Ventura County Chapter is an "ALL VOLUNTEER" organization. Complaints are reviewed periodically throughout the month. Although the goal of the NAACP Ventura County Chapter Legal Redress Team (LRT) is to address complaints in a timely manner, complainants should anticipate a 2 to 4 week delay before receiving a response to a submitted complaint.

### 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 Ventura County Chapter and have the organization investigate your complaint, you **MUST** submit a formal Complaint Form.

Here are the steps and sequential actions for submitting a complaint and it being processed by the NAACP Ventura County Chapter:

1. Applicant obtains and completely fills out a NAACP Ventura County Chapter Civil Rights Complaint Form.
2. Applicant submits the completed Complaint Form to the NAACP Ventura County Chapter.
3. The NAACP Ventura County Chapter dates and time stamps Complaint Form upon receipt.
4. The NAACP Ventura County Chapter 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 Ventura County Chapter 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 that 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.

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## CIVIL and HUMAN RIGHTS COMPLAINTS - FAQ's

### ***What is the LRT's goal in helping me?***

The NAACP Ventura County Chapter LRT has established several goals and objectives.

#### **These goals & objectives are as follows:**

1. Review submitted Complaint form in a timely manner.
2. Thoroughly discuss legitimate complaints with complainants in a timely manner.
3. Attempt to resolve legitimate cases with all involved parties.
4. Refer complainants to legal representatives when necessary.

### ***Where can I get a Complaint form?***

1. Can be downloaded from this website.
2. Are available at the NAACP Ventura County Chapter.
3. Can be faxed or mailed, upon request. Call the office at (805) 201-0475 to request.

### ***Why do I have to fill out a Complaint Form?***

1. The Complaint form provides our LRT thorough information about a complaint, the associated circumstances and the parties involved. This helps our LRT assess the situation and determine what action(s), if any need to be taken.
2. The Complaint form also serves to provide the complainant with a type of "Statement of Understanding" regarding what the LRT can do as well as CAN NOT do.

### ***What is the NAACP Ventura County Chapter process for submitting a Civil/Human Rights complaint?***

Please read/review the 9-step process listed above.

### ***Does the NAACP Ventura County Chapter have any Lawyers? What is the background of your LRT?***

1. The NAACP Ventura County Chapter does NOT have ANY Lawyers nor does it provide "direct" legal representation.
2. The LRT is comprised of individuals with experience and/or training in areas such as Conflict Resolution, Human Resources, Labor Relations, People Skills and Problem Solving Techniques.

### ***Why can't I just call in and provide a verbal complaint?***

1. Federal and State Privacy and Confidentiality laws require that provisions be in place to protect individual's information as well as restrict who has access to it.
2. The Complaint Form has been structured to solicit the "who, what, where, why and how" details regarding a complaint. This helps the complainant compile and structure relevant and often key compliant information.
3. The Complaint Form provides formal documentation and a record for a submitted complaint. As such, it also serves to protect both the complainant and branch LRT and mitigate confusion that often results from verbal ONLY scenarios.

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