



## Discrimination Complaint Procedure

### **Background:**

2-1-1 San Diego is guided by values, principles and standards of conduct that are recognized by the Alliance of Information and Referral Systems (AIRS). 2-1-1 does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, medical condition, sexual orientation, marital status, disability, veteran status, or any other characteristic protected by federal, state, or local laws.

Persons who believe they have been subjected to discrimination may use this grievance procedure to seek a resolution.

### **Applicability:**

This procedure is applicable to all persons who are not employed at 2-1-1 San Diego, who believe they have been subjected to discrimination by an employee, contractor or consultant of 2-1-1 San Diego. The procedure is designed to resolve any potential dispute that could result from such a situation.

### **Procedure:**

If a person believes they have been discriminated against by 2-1-1 San Diego, that person may file a complaint in one of three ways:

- 1) *Via telephone:* A complaining party may call the 2-1-1 administrative office at 858-300-1300 to file a complaint, or they may ask to be transferred to a contact center supervisor.
- 2) *Via the Internet:* A complaining party may e-mail [admin@211sandiego.org](mailto:admin@211sandiego.org) to submit a complaint over the internet.
- 3) *In writing:* A complaining party may mail a written complaint to 2-1-1 San Diego at PO Box 420039, San Diego CA 92142.

Any 2-1-1 employee who receives a complaint will document the complaint as completely as possible at the time received and give the complaint to the Service Delivery Manager for prompt follow-up and response. If it is appropriate for a manager other than the Service Delivery Manager to respond to the complaint, the Service Delivery Manager will promptly forward the complaint to the appropriate 2-1-1 manager.

### **Appeal:**

If the above procedure does not resolve the complaint, the complaining party may appeal (preferably in writing) to the Vice President of Customer Experience. The Vice President of Customer Experience will immediately conduct an effective, thorough and objective investigation into the matter and promptly respond to the complainant with any findings and proposed resolution.

### **Title VI Complaints:**

It is 2-1-1 San Diego's policy to comply with state and federal laws and regulations including the Americans with Disabilities Act of 1990 (ADA) and Title VI. 2-1-1 San Diego does not discriminate or allow harassment based on color, race, national origin, sex, age, or disability when conducting its business. Persons who believe they have been subjected to illegal discrimination or harassment have a right to use this complaint procedure.



The complaint procedure is applicable to all persons who are not employees of 2-1-1 San Diego. This includes, but is not limited to, visitors to 2-1-1 San Diego, members of the public, Board, committee, and working group members, vendors, or any other person transacting business with 2-1-1 San Diego.

Questions concerning this procedure should be directed to 2-1-1 San Diego's Administration Manager, at 858-300-1300 or [admin@211sandiego.org](mailto:admin@211sandiego.org)