

Joe Lombardo
Governor

Laura Rich
Director



DEPARTMENT OF HUMAN SERVICES

DIVISION OF SOCIAL SERVICES

Helping people. It's who we are and what we do.



Robert H. Thompson
Administrator

DISCRIMINATION COMPLAINT POLICY AND PROCEDURES

It is the policy of the Nevada State Division of Social Services (DSS) that NO client, participant, potential client, potential participants or other interested parties be discriminated against on the grounds of race, color, national origin, religion, gender, age, disability, political belief or sexual orientation. Persons wishing to file a discrimination complaint under the provisions of Title IV of the Civil Rights Act of 1964 must:

1. File the complaint verbally, in writing or anonymously within one hundred eighty (180) calendar days of its happening. In the event a complainant refuses to put the allegation in writing, the person to whom the allegation is made must put the elements of the complaint in writing.
2. Address the complaint to the responsible local State DSS office manager.
3. Describe the nature of the occurrence.
 - a. When (date and time) and where (place) the discrimination situation occurred;
 - b. Persons involved and circumstances related to the occurrence.
 - c. The problem or action alleged to be discriminatory.
4. Include the name, address and telephone number, if any, of yourself and any witnesses to the occurrence.
5. The complaint must be dated when received by DSS
6. The complaint may be received by any social worker, case worker or other employee of the Division of Social Services for forwarding to the responsible DSS office manager.

If a complainant (for reasons of confidentiality) does not wish to have their name used as the person submitting the complaint, any staff member within the Division must be given all the details related to the occurrence. This information is then forwarded directly to the DSS local office manager, who conducts an investigation and takes appropriate action within thirty (30) calendar days.

1. Upon receipt of the complaint, the appropriate DSS office manager must conduct an investigation into the matter.
2. The responsible manager must prepare and keep (and have available for federal audit) a chronological log with commentary for all complaints of discrimination they receive. The log must show the date the complaint was received by the DSS office, date received by the manager, dates of any and all action taken, mailing date of the manager's final decision letter and the dates copies of the complaint and final decision letter were mailed to the Division of Social Services Civil Rights Coordinator (CRC). All decisions must be in writing and include an appeal provision to Associate Administrator, Office of Advocacy and Enterprise, U.S. Department of Agriculture, Washington, DC 20250.
3. Within thirty (30) calendar days from the date the complaint was received in the Division of Social Services office, a letter must be sent by the appropriate office manager to the complainant if known. This letter must clearly state whether or not discrimination was found to exist.
4. Copies of all complaints and decision letters must be sent to the Division of Social Services CRC. The CRC forwards a copy of all decisions to the Civil Rights Office, Food and Nutrition Service, USDA, San Francisco, California.
5. If a DSS office manager makes a finding of discrimination, they must immediately contact the Division of Social Services CRC to ensure progressive discipline or counseling for the DSS employee and/or corrective action is taken.

If the complainant prefers to file the initial complaint with the USDA or is dissatisfied with the DSS office manager's decision, the complainant may appeal directly to the U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington D.C.

A COPY OF THIS NOTICE IS AVAILABLE AT THIS OFFICE UPON REQUEST.