

## 5.94 DISCRIMINATION COMPLAINT RESOLUTION PROCEDURES

I. The procedures outlined below shall be used by students and employees for the processing of complaints of alleged discrimination in educational programs or employment practices. The process is initiated by the complainant and must begin within sixty (60) working days of the occurrence.

A. **LEVEL I** - The complaint should be discussed initially with the person(s) directly responsible for the area of concern on an informal basis, with an appropriate administrator present within sixty (60) working days of occurrence. As an alternative, the complainant may request a meeting with the Equity Coordinator or a designee for initial discussion of the alleged discrimination within sixty (60) working days of the occurrence.

B. **LEVEL II** - If a complaint is not satisfactorily handled at the informal level, the complainant should provide the information requested on the Discrimination Complaint Form in either written or verbal form for submission to the Equity Coordinator within ten (10) days of the informal discussion, or within sixty (60) working days of the occurrence if no informal discussion was held). Mail to or call:

Equity Coordinator  
The School Board of Nassau County  
1201 Atlantic Avenue  
Fernandina Beach, Florida 32034  
Telephone: 904-491-9888  
Fax: 904-321-5879

C. **Level III** - Upon receipt of the Discrimination Complaint Form or oral information, the Equity Coordinator shall conduct an investigation, and the persons involved shall be questioned. Requests for written documentation may also be made during this investigation (within ten (10) days of the receipt of the form).

The Equity Coordinator shall complete Level III of the form and secure the complainant's signature (at the conclusion of the investigation).

D. **LEVEL IV** - Upon receipt of the Discrimination Complaint Form, the Superintendent shall review all pertinent information. The Superintendent shall inform the complainant of the results of this review within ten (10) days of the receipt of the form.

- II. Discrimination Complaint Forms may be obtained from the building supervisor in each work location, from the Personnel Coordinator, or from the Equity Coordinator. The Discrimination Complaint Form may be completed by the complainant or by the Equity Coordinator, upon receipt of an oral complaint. All references to time limits are to workdays, not calendar days, weekends, or holidays.
  
- III. This procedure shall in no way prohibit any person from seeking redress from other available resources. An individual who files a discrimination complaint shall not be subject to any retaliatory action as a result of the filing of the complaint.

Authority 230.22(2), 230.23(17), F.S.

Law Implemented: 230.03, 230.33(b), F.S.

History--New 6/28/90 Amended: 7/23/92, 08/08/02