

**STATE OF IDAHO
DEPARTMENT OF HEALTH AND WELFARE
PROCEDURE FOR CIVIL RIGHTS COMPLAINTS FROM CLIENTS**

Client Civil Rights Complaint Form ([English](#)/[Spanish](#))

PURPOSE:

To provide policy and procedure when clients and applicants for services file civil rights discrimination complaints.

The Idaho Department of Health and Welfare is committed to equal opportunity in the delivery of program services to clients. Any client or applicant for services who feels excluded from participation in or denied the benefits of services due to discrimination on the basis of race, color, national origin, religion, sex, age, disability, or political beliefs may file a complaint with the Department within 180 days after the alleged discriminatory action has taken place. (Not all prohibited bases apply to all programs.) Complainant shall have the right to present evidence/respond to adverse action. Complaints may also be filed with compliance agencies noted on the Client Civil Rights Complaint form, within 180 days of the alleged discrimination.

Procedure: (Filing of Complaints)

1. Complaints may be filed with the Department verbally, in writing or by telephone.
2. The complaint will state the date, place and nature of the discriminatory action and will specify the remedy sought by the complainant.
3. The complaint should be filed with: Civil Rights Manager, Human Resources, Idaho Department of Health and Welfare, P.O. Box 83720, Boise, ID 83720-0036.
4. Complaints should be filed within 180 days after the alleged discriminatory action has taken place. (This time limit may be extended by the Civil Rights Manager based on reasonable evidence that 180 days is not sufficient.)
5. The complaint may be filed by either the complainant or a designated representative. Complaints may also be filed anonymously. Confidentiality will be protected to the extent possible in investigating the complaint.

Responsibilities:

1. Within thirty (30) calendar days after receiving the complaint, the Civil Rights Manager will investigate the incident and issue a written finding of whether or not evidence of discrimination was found. The investigation may include, but will not be limited to, interviews with the complainant and Department staff.
2. If discrimination is found, within thirty (30) days, the Civil Rights Manager, in cooperation with Human Resources, will recommend and assist in correcting the alleged discriminatory action in the operating unit and in prevention of future discriminatory action.
3. If the complainant does not agree with the findings of the Department, the complainant has thirty (30) days to provide additional information to the Civil Rights Manager to facilitate further review of the complaint. The complainant will be notified of the right to appeal the Department's conclusions to the proper federal compliance agency.
4. No individual who has filed a complaint, testified, assisted or participated in any manner in the investigation of a complaint shall be intimidated, coerced or otherwise discriminated against.
5. Records of all complaints and investigations filed under this procedure will be retained by the Civil Rights Manager in Human Resources for a period of three (3) years, and shall be kept confidential.