



## Investigation Guidelines for Civil Rights Complaints

When an individual believes that the MAISD has inadvertently or purposefully mis-applied or inadequately applied the rules, regulations, or principles of Federal or State non-discrimination legislation, that person is encouraged to begin a complaint procedure with one of two appointed Equal Opportunity Officers. Each officer has responsibility for specific areas of compliance, but the complainant may not be sure of which Officer to approach. The Officer first contacted will ensure that the individual is connected with the appropriate staff member.

- A. Initially the Officer should meet informally with the complainant, listen carefully to the issues, ask pertinent questions, take careful notes, and begin to make decisions on subsequent steps necessary to obtain all the facts.
- B. When all necessary subsequent steps have been followed, an opinion should be written which will be shared and discussed with the complainant. That opinion must be provided to the complainant within five (5) business days of the initial discussion. A copy of the opinion should be given to the complainant and the officer shall retain a copy for the file.
- C. If the complainant is satisfied, that should be noted and included in the file.
- D. If the complainant is not satisfied, the officer should provide a "Complaint Form" and instructions for completing it and returning it to the Officer with signature within ten (10) business days.
- E. The Officer shall then review the initial investigative process, determine if further investigation is possible, conduct any additional investigation which seems warranted, and re-evaluate the conclusion(s) originally drawn based upon any new findings and the review.
- F. Within ten (10) business days of the receipt of the appeal, the Officer shall render a written reply to the formal grievance and provide it to the complainant.
- G. If the complainant is satisfied, that shall be noted and included in the file.
- H. If the complaint is not satisfied, the Officer shall provide her/him with instructions for filing an appeal with the Superintendent and shall provide the Superintendent with all documentation regarding the process to date. At that point the role of the Equal Opportunity Officer is complete, unless the Superintendent requests additional involvement.