

PROCEDURES FOR HANDLING CIVIL RIGHTS COMPLAINTS MICHIGAN STATE UNIVERSITY EXTENSION

April 17, 2018

I. PROGRAM COMPLAINTS

Michigan State University prohibits discrimination in its programs based on age, color, gender, gender identity, disability status, height, marital status, national origin, political persuasion, race, religion, sexual orientation, veteran status, or weight. See the University's Anti-Discrimination Policy: https://www.hr.msu.edu/policies-procedures/university-wide/ADP_policy.html.

A. Right to File a Complaint

Any person who believes that he/she has been discriminated against on one of these bases within a USDA funded program may file a written complaint with the Director of Extension, Michigan State University Extension, East Lansing, MI 48824 or with the Director, Office of Civil Rights, USDA, Washington, D.C. 20250 within 180 days from the date of the alleged discrimination.

B. When You Receive a Complaint

If a discrimination complaint (written or verbal) is received by an MSU Extension staff member, the following procedures are to be followed immediately after receipt of the complaint.

1. Inform the complainant that the complaint will be forwarded to the Office of Institutional Equity (OIE) at Michigan State University. Information about OIE's complaint process can be found here: <http://www.oie.msu.edu/> Instruct the complainant that he/she may also file a written complaint with the Director, Office of Civil Rights, USDA. Obtain contact information from the complainant – name/email address – and inform them that someone will contact them regarding the complaint.
2. Document your conversation with the complainant.
3. Inform OIE of the complaint (OIE's contact information can be found here: www.oie.msu.edu), as well as the Director of Extension immediately.
4. Upon notification of OIE and the Director of Extension, those offices will advise you as to further action.

C. Handling Complaints – Generally

1. Do not attempt to solve the complaint or investigate the complaint yourself. Do not indicate your view of the merits of the complaint.
2. Do not attempt to debate a complaint with the complainant. Listen carefully to obtain all pertinent details. All communications with the complainant should be handled in a positive, diplomatic and professional manner.
3. Document all verbal and written communications related to the complaint.

II. EMPLOYMENT RELATED COMPLAINTS

Michigan State University prohibits discrimination in employment based on age, color, gender, gender identity, disability status, height, marital status, national origin, political persuasion, race, religion, sexual orientation, veteran status, or weight. See the University's Anti-Discrimination Policy: https://www.hr.msu.edu/policies-procedures/university-wide/ADP_policy.html.

A. When You Receive a Complaint

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1. Inform the complainant that the complaint will be forwarded to the Office of Institutional Equity at Michigan State University. Information about OIE's complaint process can be found here: <http://www.oie.msu.edu/>
2. Document your conversation with the complainant.
3. Inform OIE of the complaint (OIE's contact information can be found here: www.oie.msu.edu), as well as the Director of Extension, about the complaint immediately.
4. Upon notification of OIE and the Director of Extension, those offices will advise you as to further action.

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