



OCVS Grant Programs Discrimination and Complaint Process Relating to External Persons/Entities

I. Summary

This document summarizes the process that the Wisconsin Department of Justice, Office of Crime Victim Services (OCVS) will follow when it receives concerns or complaints from external persons/entities about sub/grantee agencies.

II. Procedures

- A. Receiving and reviewing the nature of the concern/complaint
 1. Any complaints should be discussed with the OCVS Director of Grant Programs & Operations within five (5) working days.
 2. Complainants should be encouraged to use the Complaint Form.
 3. The recipient of the concern/complaint will make all reasonable efforts to:
 - a. Collect information from the complainant
 - b. Determine if the concern/complaint is related to an agency/program funded by an OCVS grant.
 - c. Consider the need for complainant anonymity and confidentiality.
 - d. Determine whether the reporter has worked with the agency to resolve the concern/complaint.
 - e. Determine the severity or complexity of the concern/complaint.
 - If the concern is egregious, concerns the safety of others, misappropriation of funds or related to criminal activity, the OCVS Executive Director will be notified immediately, and appropriate action will be taken based on the nature of the issue.
 - If related to discrimination or civil rights violations, take steps listed below in Section II.B.
 - f. Review information in Section III for determining next steps.
- B. Steps regarding complaints of discrimination or civil rights violations
 1. Information should be entered into the Complaint Form.
 2. Gather name of agency, and complainant.
 3. Determine if the complainant would like to remain anonymous or if the concern/complaint should be kept confidential.
 4. Making a complaint with the U.S. Department of Justice, Office of Justice Programs, Office on Civil Rights (OCR), when necessary.
 - a. Refer complainant to OCR website to make a complaint: <https://ojp.gov/about/ocr/complaint.htm> ; or
 - b. Offer to file a complaint with OCR on behalf of the complainant
 - Must get consent of client/complainant – the form can be found here: https://ojp.gov/about/ocr/pdfs/identity_rel.pdf
 - The complaint will be reviewed by OCR, and the complainant would be contacted by OCR, not OCVS.
 - c. Complaints can be made up to one year after the incident occurred.
 - d. Notify HR of a Civil Rights Complaint, found in the DOJ policy: https://www.doj.state.wi.us/sites/default/files/ocvs/not-victim/WIDAJ_Discrimination_Policy.pdf
 5. Follow up with grantee/subrecipient that is the subject of the concern/complaint.
 - a. Ensure that the grantee/subrecipient is in compliance with civil rights training: <https://ojp.gov/about/ocr/ocr-training-videos/video-ocr-training.htm>

- b. Ensure that the grantee/subrecipient has civil rights and discrimination policies.
 - c. Indicate in grantee/subrecipient file that there has been a complaint to OCR.
 - d. Continue increased monitoring of grantee/subrecipient.
6. Log the information and next steps into complaint tracker as noted in Section II.D.
- C. For complaints not related to civil rights violations or discrimination, such as complaints regarding operations of shelter, treatment of clients, training, etc.
- 1. Encourage complainant to use the Complaint Form.
 - 2. Collect information from the complainant.
 - 3. Consider the need for complainant anonymity and confidentiality.
 - 4. Determine whether the reporter has worked with the agency to resolve the concern/complaint.
 - 5. Include notes in the grant recipients file in Egrants and in grant folder.
 - 6. Consider need for on-site monitoring.
 - 7. Log the information and next steps into complaint tracker as noted in Section II.D.
- D. Track complaints and log all information into the complaint tracker <Y:\OCVS\OCVS Grants\Policies and Procedures\Complaints & Discrimination Procedures\Complaints Regarding Grant-Funded Agencies - Tracker.xlsx>

Note: If a complainant wishes to disclose identity to OCVS but would like to remain anonymous to the agency identified in the complaint, OCVS will work with the individual to choose the best course of action regarding agency follow-up. Any action steps are options and will be taken in accordance with guidance from the complainant whenever possible.

III. Determining Consequences or Actions

These actions or next steps are optional and are determined on a case-by-case basis.

A. Special Conditions in grant award to remedy issues

At any time, special conditions can be added to the grant award, and may include:

- 1. Follow up with agency within 3 months
- 2. Additional Site Visit
- 3. Discussions with agency staff as appropriate
- 4. Determine non-compliance

B. Repeat Complaints

- 1. Utilize complaint tracker to determine frequency or number of complaints.
- 2. If an agency has repeat or multiple complaints which are not remedied by the grantee/subrecipient, actions may include, but are not limited to:
 - Increased monitoring of grantee/subrecipient
 - Reduction or elimination of funding
 - Conditional award status
 - No increase in funding
 - No future awards through OCVS

C. Non-compliance

If a grantee/subrecipient continues to be non-compliant (issues not remedied, no response, etc.), the following consequences may include, but are not limited to:

- 1. Conditional award status
- 2. No increase in funding
- 3. Termination of grant contract.

D. Actions in this section will be reviewed by the OCVS Director of Grant Programs & Operations, OCVS Executive Director, and/or others within the WI DOJ as appropriate.