

Crisis Center for South Suburbia
Filing a Complaint Client Acknowledgement Form

HOW TO FILE A COMPLAINT

The Civil Rights Division enforces civil rights laws in a wide variety of contexts. You may use the information on this page to find the appropriate way to submit a complaint or report of a potential civil rights violation. If you are not sure which Section is the appropriate one to receive your complaint, you may contact the Civil Rights Division at toll-free 855-856-1247 or (202) 514-3847.

Please let us know if you have trouble understanding English or need help communicating with the Civil Rights Division. Ask for an interpreter or if translated material is available when you contact us. If you can, please tell us your language (or dialect).

Criminal

Contact your local FBI field office to report incidents of:

- Hate crimes;
- Excessive force or other Constitutional violations by persons acting as law enforcement officials or public officials;
- **Human trafficking and involuntary servitude;**
- Force, threats, or physical obstruction to interfere with access to reproductive health care services;
- Force or threats to interfere with the exercise of religious beliefs and destruction, defacing, or damage of religious property; or,
- Force or threats to interfere with the right to vote based on race, color, national origin, or religion.

You can find your local office here:

<https://www.fbi.gov/contact-us/field-offices>

Please include as many details of the incident as possible, such as the dates and times; names of possible witnesses; and supporting documents, such as police and medical reports, or photographs.

You may also mail a written copy of the complaint and materials you submitted to the FBI to the Criminal Section at:

US Department of Justice
Civil Rights Division
Criminal Section - 4CON
950 Pennsylvania Avenue, NW
Washington, DC 20530

Disability Rights

You can file an Americans with Disabilities Act complaint alleging disability discrimination against a State or local government or a public accommodation (including, for example, a restaurant, doctor's office, retail store, hotel, etc.) by mail or online. To learn more about filing an ADA complaint, visit www.ada.gov/filing_complaint.htm). To file an ADA complaint you may send the

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information requested at www.ada.gov/fact_on_complaint.htm to:

US Department of Justice 950 Pennsylvania Avenue, NW

Civil Rights Division

Disability Rights Section - 4CON

Washington, D.C. 20530

Fax: (202) 307-1197

You may also file a complaint online at www.ada.gov/complaint/.

If you have questions about filing an ADA complaint, please call:

ADA Information Line: 800-514-0301 (voice) or 800-514-0383 (TTY).

Main Section Telephone Number: 202-307-0663 (voice and TTY)

Educational Opportunities

The Educational Opportunities Section enforces federal laws that protect students from discrimination, including harassment, based on race, color, national origin, sex, disability, and religion. The Section is responsible for enforcing Title IV of the Civil Rights Act of 1964, which authorizes the Attorney General to address certain equal protections violations on the basis of race, color, national origin, sex, and religion in public schools and institutions of higher learning; the Equal Educational Opportunities Act of 1974 which, among other things, requires states and school districts to provide English Language Learner (ELL) students with appropriate services to overcome language barriers; and the Americans with Disabilities Act, which prohibits disability discrimination. The Section also plays a significant role in enforcing Title VI of the Civil Rights Act of 1964 (prohibiting discrimination on the basis of race, color, and national origin by recipients of federal funds); Title IX of the Educational Amendments of 1972 (prohibiting discrimination on the basis of sex in education programs and activities operated by recipients of federal funds); and Section 504 of the Rehabilitation Act and the Individuals with Disabilities Education Act (both of which address disability discrimination and appropriate disability-related services).

The Educational Opportunities Section accepts complaints of potential violations:

- By e-mail to education@usdoj.gov
- By letter to the following address:

U.S. Department of Justice Civil Rights Division

950 Pennsylvania Avenue, N.W.

Educational Opportunities Section - 4CON

Washington, D.C. 20530

In order to properly respond to a complaint, the Section requests that complainants provide their name, email or physical address, and the name of the education program or activity (e.g., school, school district, college, or university) where the

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alleged discrimination occurred. Please also identify the basis for the alleged discrimination and when it occurred. The Section can be reached by telephone at: (202) 514-4092 or toll-free at 1-877-292-3804.

Employment Litigation

Individual Complaints of Employment Discrimination:

Title VII of the Civil Rights Act of 1964 (**Title VII**) prohibits discrimination, including harassment and retaliation, based on race, sex, color, religion, and national origin. If you believe you have been unlawfully denied an employment opportunity or otherwise discriminated against by an employer in violation of Title VII, you should contact the **Equal Employment Opportunity Commission (EEOC)**. The EEOC may be contacted by calling **1-800-669-4000** or 1-800-669-6820 (TTY).

The **EEOC** maintains a website with information on [how to file a complaint](#).

**Complaints of Employment Discrimination involving a Group
or Class of Individuals:**

Title VII of the Civil Rights Act of 1964 (Title VII) prohibits discrimination, including harassment and retaliation, based on race, sex, color, religion, and national origin.

Under Title VII, the Attorney General has authority to bring suit against a state or local government employer where there is reason to believe that a "pattern or practice" of discrimination exists. Generally, these are factually and legally complex cases that seek to alter an employment practice, such as recruitment, hiring, assignment and promotions, which have the purpose or effect of denying employment or promotional opportunities to a class of individuals.

If you have reason to believe that a state or local government employer has unlawfully denied an employment opportunity or otherwise discriminated against a class of individuals by creating a "pattern or practice" of discrimination in violation of Title VII, you should contact the Department of Justice (DOJ). The DOJ may be contacted by calling (202) 514-3831 or (202) 514-6780 (TTY).

**Complaints of Employment Discrimination
involving Service Members:**

If you believe you have been discriminated against in employment because of your military service or you have been denied your right to return to your job after deployment, you may seek the assistance of the **Employer Support of the Guard and Reserve (ESGR)**. You may contact the ESGR about your employment situation by calling toll-free **1 (800) 336-4590**.

If you choose to file a USERRA claim with the **Department of Labor (DOL)**, you may submit a signed hard copy of Form 1010 or electronically file. To submit a hard copy, you can download [Form 1010](#) to your computer, complete the items on the form that are relevant to your claim, print the form, sign and date the form, and then either mail it, fax it or deliver it in person, to the following VETS office only. If you prefer to file Form 1010 electronically via the Internet instead of mailing a printed form, you

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may complete and submit an online form. It is important that you file with DOL or consult with a private attorney as soon as possible.

Veterans' Employment and Training Service

U.S. Department of Labor

ATTENTION: Form 1010

61 Forsyth Street, S.W., Room 6T85

Atlanta, Georgia 30303

FAX: (404) 562-2313

You also may retain a private attorney to handle your claim and file directly with a court of competent jurisdiction.

Federal Coordination and Compliance

If you believe you or an individual that you or your organization represents has been discriminated against because of your race, color, or national origin, including limited English proficiency (LEP), by programs or activities receiving federal financial assistance, you may contact the Federal Coordination and Compliance Section. If you believe that you or an individual that you or your organization represents has been excluded from participation in, denied the benefits of, or subjected to discrimination on the basis of your sex by any education program or activity receiving federal financial assistance, you may contact the Federal Coordination and Compliance Section.

For information on language assistance services available, click [here](#).

We recommend that you file your complaints with FCS electronically at FCS.CRT@usdoj.gov due to a potential delay in processing incoming postal mail at FCS as a result of COVID-19.

Please mail the complaint to the following address:

U.S. Department of Justice

Civil Rights Division

Federal Coordination and Compliance Section - 4CON

950 Pennsylvania Avenue, N.W.

Washington, D.C. 20530

Our office will also forward *any* civil rights complaint to the appropriate federal agency/office.

Should you need assistance, our phone numbers are:

(888) 848-5306 - English and Spanish (inglés y español)

(202) 307-2222 (voice)

(202) 307-2678 (TDD)

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Housing and Civil Enforcement

Housing Discrimination:

Individuals who believe that they have been victims of housing discrimination may file a complaint with the [Department of Housing and Urban Development \[HUD\]](#) or file their own lawsuit in federal or state court. You must file the complaint with HUD within one year of the incident you believe to be housing discrimination. You have two years to file your own lawsuit in federal court. If you believe you have been sexually harassed by a landlord or someone else connected to your housing, [click here](#) to learn more about what DOJ can do and to find out how to report what happened.

Credit Discrimination:

Individuals who believe that they have been victims of housing discrimination regarding credit, such as the denial of a mortgage, may file a [complaint with HUD](#). Individual complaints of discrimination in credit that are not housing-related are handled by the [agencies](#) who regulate the individual creditor.

Discrimination in Public Accommodation:

Individuals who believe that they have been victims of housing discrimination in public accommodations, such as a restaurant or hotel, may contact the Housing and Civil Enforcement Section. You may file your own lawsuit in federal court or state court and may have some rights under other federal laws, state laws, or local ordinance. You should consult with your local or state civil rights enforcement agency.

U.S. Department of Justice
Civil Rights Division
Housing and Civil Enforcement Section - 4CON
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20530
(202) 514-4713

Discrimination in Religious Land Use under RLUIPA:

Individuals or entities who believe that they have been victims of discrimination against religious assemblies and institutions may [contact the Housing and Civil Enforcement Section](#) by writing to the address below, or by e-mail to RLUIPA.complaints@usdoj.gov, or by telephone at (202) 514-4609 or (202) 514-4713. Individuals may also file a lawsuit in federal court.

U.S. Department of Justice
Civil Rights Division

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Housing and Civil Enforcement Section - 4CON

950 Pennsylvania Avenue, N.W.

Washington, D.C. 20530

(202) 514-4713

Discrimination against Servicemembers:

Individuals who believe that their rights as servicemembers have been violated should consult the [military legal assistance office locator](#). Dependents of servicemembers can also contact or visit local military legal assistance offices where they reside.

Immigrant and Employee Rights Section

The Immigrant and Employee Rights Section enforces the anti-discrimination provision of the Immigration and Nationality Act, which prohibits discrimination based on an individual's national origin or citizenship status in hiring, firing, or recruitment or referral for a fee. The statute also prohibits unfair documentary practices, or "document abuse," during the employment eligibility verification (e.g. Form I-9 and/or E-Verify) process, and retaliation or intimidation.

IER charge forms are available in English, Spanish, Arabic, Chinese, French, Haitian Creole, Korean, Portuguese, Russian, Tagalog, and Vietnamese. To view and print these forms, click the links below. For more detailed instructions on how to file a charge, including how to file a charge electronically, please visit IER's [Charge Page](#).

U.S. Department of Justice

Civil Rights Division

Immigrant and Employee Rights Section - 4CON

950 Pennsylvania Avenue, N.W.

Washington, D.C. 20530

Worker Hotline: 1-800-255-7688 [Voice] or 1-800-237-2515 [TTY]

Employer Hotline: 1-800-255-8155 [Voice] or 1-800-237-2515 [TTY]

Direct Office Line: 1-202-616-5594 [Voice] or 1-202-616-5525 [TTY]

Fax: (202) 616-5509

Email: ier@usdoj.gov

Special Litigation

To file a complaint, write the Special Litigation Section (SPL) explaining the situation about which you are complaining, with as much detail as possible. If you are aware of similar incidents involving others, please include that information as well. SPL does not have legal authority to represent individuals. In most of SPL's work, a single incident of mistreatment will not be sufficient to start an investigation. The Religious Land Use and Institutionalized Persons Act (RLUIPA) and the Freedom of Access to Clinic

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Entrances Act (FACE) are exceptions to this general rule, and single incidents may be sufficient to start an investigation. Please include information on how to contact you if we need further information (such as an address, telephone number and e-mail address). Also, do not include original documents as we cannot guarantee their safe return. You can send information to:

U.S. Department of Justice
Civil Rights Division
Special Litigation Section - 4CON
950 Pennsylvania Avenue, NW
Washington, D.C. 20530

The Section can be reached by telephone: **(202) 514-6255** or toll-free at (877) 218-5228.

Voting

The Voting Section enforces the civil provisions of the federal laws that protect the right to vote, including the Voting Rights Act, the Uniformed and Overseas Citizens Absentee Voting Act, the National Voter Registration Act, the Help America Vote Act and the Civil Rights Acts.

The Voting Section accepts complaints about possible violations of the federal voting rights laws -

- By email at voting.section@usdoj.gov
- By telephone at (800) 253-3931 (toll free)
- By telephone at (202) 307-2767
- By fax at (202) 307-3961
- By complaint form at <http://www.justice.gov/crt/complaint/votintake/index.php>
- By letter to the addresses below:

U.S. Department of Justice
Civil Rights Division
Voting Section - 4CON
950 Pennsylvania Ave., N.W.
Washington, DC 20530