

Discrimination Grievance Procedure

Purpose

In compliance with 40 C.F.R. Part 7 (Non-discrimination in Programs and Activities Receiving Federal Assistance from the Environmental Protection Agency), including Title VI of the Civil Rights Act of 1964, as amended; Title IX of the Education Amendments Act of 1972, as amended; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; and Section 13 of the Federal Water Pollution Control Act Amendments of 1972, Bridging The Gap, Inc. (BTG) has established a grievance procedure to ensure prompt and fair resolution of complaints alleging violations of these Acts or BTG's non-discrimination policy, in the administration of the BTG's programs and activities.

The grievance procedure is intended to address allegations of discrimination on the basis of:

- Race
- Color
- National origin
- Religion
- Disability
- Income
- Age, or
- Gender

The grievance procedure provides a process for filing a timely complaint to the proper authority and describes the process that will be used to investigate and resolve the complaint. However, the procedures do not apply to administrative actions that are being pursued in another forum.

Submission of a Complaint

1. Filing of Complaint

A person (or the authorized representative of a person) who believes that they or a class of persons have been discriminated against may file a complaint with Bridging The Gap, Inc. The Manager of People and Culture of BTG is designated as the Civil Rights Coordinator. Any complaints should:

1. Be submitted in writing.
2. Be filed within 60 days of an alleged violation (except as otherwise indicated in the following paragraph).
3. Describe with specificity the action(s) by BTG that allegedly resulted in discrimination in violation of 40 C.F. R Parts 5 and 7.

4. Describe with specificity the discrimination that allegedly occurred or will occur as the result of such action(s).
5. Identify the party impacted or potentially impacted by the alleged discrimination.

If the complainant is unable to submit the complaint in writing, they may call the BTG's Civil Rights Coordinator to submit a verbal complaint.

Bridging The Gap, Inc. may request additional information from the complainant if this information is needed to meet the complaint requirements described above. BTG may waive requirement 1.2. in its discretion to address allegations of potential discrimination caused by pending actions at the earliest appropriate and feasible juncture or, for good cause, to address complaints filed more than 60 days after an alleged violation.

All written complaints shall be addressed to:

Bridging The Gap, Inc.
Glenda Swinton
Civil Rights Coordinator
1427 W 9th ST STE 201
Kansas City, MO 64101
Glenda.swinta@bridgingthegap.org
816-561-1085

Within 10 days of receiving a written complaint, BTG will provide the complainant with written notice of receipt. At this time, BTG may request any additional information needed to meet the complaint requirements above. Within 10 days of receiving the additional information, the BTG will provide the complainant with written notice that the complaint filing is complete.

2. Determination of Jurisdiction and Investigative Merit

The BTG, based on information in the complaint and using a preponderance of the evidence, will determine if it has jurisdiction to pursue the matter and whether the complaint has sufficient merit to warrant an investigation. A complaint shall be regarded as meriting investigation unless:

1. It clearly appears on its face to be frivolous or trivial.
2. Within the time allotted for making the determination of jurisdiction and investigative merit, BTG voluntarily concedes noncompliance and agrees to take appropriate remedial action or reaches an informal resolution with the complainant.

3. Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint.
4. It is not timely and good cause does not exist for waiving the timing requirement under section 1.2.

Disposition of Complaints

Within 120 days of accepting a written complaint, Bridging The Gap, Inc. will respond in writing to the complainant with a resolution.

Appealing a Decision

If the response does not satisfactorily resolve the issue, the complainant or BTG may appeal the decision to BTG's Executive Director within 15 calendar days after receipt of the response from the Civil Rights Coordinator. Within 15 calendar days after receipt of the appeal, the Executive Director or their designee will meet with the complainant and the affected BTG Program Manager to discuss the complaint and possible resolutions. The Executive Director or their designee may also interview witnesses and review any physical or written evidence. Within 15 calendar days after the meeting with the complainant and the Program Manager, the Executive Director or their designee will respond in writing to the complainant with a final resolution of the complaint.

Kristin Riott
Executive Director
Kristin.riott@bridgingthegap.org

If assistance is needed in writing the appeal, the complainant must call The Civil Rights Coordinator within 15 days of receiving BTG's decision.