



# Homeland Security

## Civil Rights Evaluation Tool Item Submission Template

### Item 5: Complaints Process

The U.S. Department of Homeland Security, Office for Civil Rights and Civil Liberties (CRCL) has developed this template to provide recipients with a resource for use when submitting information to complete Section 4, Item 5 of the Civil Rights Evaluation Tool. Recipients are **not required** to use the template when submitting responses.

**Required Information:** Provide a copy of the recipient's discrimination complaints process.

**TIP:** This is written process for accepting and responding to program beneficiaries' (e.g., program participants, customers, clients, consumers, members of the public) complaints alleging discrimination in the recipient's programs and activities.

**If you choose to provide your own procedures, please ensure they include the following elements:**

- The procedures for the prompt processing, investigation, and disposition of complaints against the recipient;
- A description of how the recipient notifies the public on the process for filing a complaint (e.g., posting the complaints process, or a summary of the process, on the recipient's webpage, in facilities, in program materials, etc.); and
- A description of how persons with disabilities and persons with limited English proficiency can access the complaint process (e.g., providing translated documents, oral interpretation, or information in alternate formats upon request, etc.).

**Additional Resources:**

- CRCL's guide on [Developing a Discrimination Complaints Process](#).
- [Overview of "I Speak" Resources for Recipients](#).
- Printable materials can be located on CRCL's [language access resources page](#).