

## IMPORTANT TO REMEMBER:

- There is no cost for our services.
- We do not represent any of the parties in the complaint.
- We are a neutral, fact-finding agency.
- We do not give legal advice to either party.
- A formal complaint must be filed within 300 calendar days of when the last incident took place for employment, public accommodation, education or credit cases.
- A formal complaint must be filed within one year when the last incident took place for housing cases.
- The incident must have occurred in Marion.
- The Commission does not investigate complaints against the City of Marion.
- The complaint must be on file for 60 days before the complainant can request the right to sue from the Iowa Civil Rights Commission.
  - This allows for the complainant to take the case to private court with a private attorney.
  - If such a request is made and granted, the case will be closed by our agency.



*The Marion Civil Rights Commission  
shares staffing with Cedar Rapids:*

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[cityofmarion.org/CivilRights](http://cityofmarion.org/CivilRights)



## OVERVIEW OF THE COMPLAINT PROCESS

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## Step 1 - Fill out an Intake Form

- Important information to include:
  - The exact or approximate date(s) of the event(s) of discrimination.
  - A detailed explanation of the event(s).
  - Names and titles of involved parties.
  - Copies of all relating documents and all witness information.

## Step 2 - Official Filing

- The completed Intake Form will be reviewed to determine jurisdiction.
- The Civil Rights office will complete an official Charge Form.
- Once this is ready, you will be contacted and you are required to sign the Charge before you can formally file the complaint.
- It is your responsibility to ensure all information is correct before signing.

## Step 3 - Notification

- Notification of the formal complaint will be sent by certified mail, within 10 business days to the following:
  - The person filing the claim (complainant).
  - Person(s) against whom the complaint was filed (respondent).
  - A copy of the complaint will be included with the letter of notification.

## Step 4 - Response

- Each respondent must file a formal response to the complaint.
- They will have approximately two weeks to file their response, with documentation.
- A reasonable extension may be granted upon request.

## Step 5 - Rebuttal

- Once the Civil Rights Office receives a response, the complainant will receive a redacted copy.
- The complainant will have approximately two weeks to submit a rebuttal.
- A reasonable extension may be granted upon request.

## Step 6 - Mediation (Optional)

- Mediation is an informal, flexible, and voluntary process.
- Mediation is an alternative dispute resolution where both parties sit down with a trained, neutral mediator who will facilitate the process towards resolution. Parties jointly explore common interests and reconcile differences.
- This is a confidential process. None of the information provided may be shared, discussed or used outside of the process.

## Step 7 - Investigation

- Please, keep in mind that investigators are assigned multiple cases and there are several steps to complete before a case is assigned to an investigator.
- Investigators will be in contact with the complainant and respondent.
- Data requests will be sent to the complainant and respondent.
- Interviews will be conducted with the complainant, respondent and witnesses.
- An on-site investigation will be scheduled as needed.

## Step 8 - Recommendation

- The investigator will write up the case analysis and recommended finding.
- The case analysis will then be submitted to the Executive Director for review and approval.
- Once approved, the case analysis is submitted to a Civil Rights Commissioner for review and response.
- Depending on the recommended finding the case will either be closed or moved to conciliation.
- If the case is closed the complainant will have 10 days to appeal the decision. New facts must be submitted as part of the appeal.

