

## **Affirmative Action Program:**

NTRPDC has named Kim D. Barnes, Deputy Director as the Equal Opportunity Officer for the agency.

Grievance procedures give the public the means to resolve any Equal Opportunity complaints while applying for or participating in any of the NTRPDC's programs.

### **Grievance Procedures**

Anyone receiving services or attempting to receive services from NTRPDC has the right to file a grievance. However, grievances have to be written and must allege a violation of federal and/or state equal opportunity laws.

*Step 1:* The aggrieved party must notify NTRPDC in writing of the alleged violation within ten working days of the incident.

*Step 2:* Upon receipt of the written grievance, an investigation of the complaint will commence within ten working days. The parties involved will be interviewed, and, if necessary, within thirty (30) calendar days, arrangements will be made for an informal hearing. A Hearing Officer will issue a written hearing determination within sixty (60) calendar days of the filing of a complaint, outlining a decision and recommendations.

*Step 3:* If unacceptable to one or both parties, the decision may then be appealed to the appropriate federal/state funding source (determined on a case by case basis by the program involved).

All complaints will be handled in strict confidence.

NTRPDC will also maintain records of each complaint that identifies each by race, color, sex or national origin; the nature of the complaint; the date of filing and resolution; and disposition.