

CCS Administrative Procedure

2.30.01-A Complaints of Discrimination, Sexual Harassment or Misconduct, Domestic or Dating Violence, Stalking and Retaliation

Implementing Board Policy [2.30.01](#)

Contact: Chief Administration Officer, 434.5037

1.0 Purpose

Community Colleges of Spokane (CCS) is committed to providing equal opportunity and fair treatment in employment. CCS does not discriminate on the basis of a person's protected status, including when acting or speaking on behalf of CCS. Consistent with state and federal law, discrimination, harassment, sexual misconduct, and retaliation are in violation of and prohibited by CCS Board Policy 2.30.01—Equal Employment and Non-Discrimination. This procedure establishes the reasonable measures CCS will use to implement that policy in regards to employment matters.

2.0 Limitations and Requirements

- 2.1 This procedure addresses employment and the workplace. The procedure is designed to support CCS's goal to monitor the workplace, investigate, implement corrective measures when necessary and prevent, stop and remediate discrimination, sexual harassment, sexual misconduct, domestic violence, dating violence, stalking, and retaliation regarding members of the CCS community including employees, students, guests, contractors, and visitors.
- 2.2 All persons who are members of the campus community including students, employees, contractors, visitors, and guests, are required to comply with CCS Board Policy 2.30.01. This administrative procedure addresses workplace conduct while CCS administrative procedure 3.30.01-A Non-discrimination / Anti-harassment, addresses conduct in the academic environment. Conduct covered includes that occurring while on campus; while on property and facilities leased or used by CCS for any District activities; and/or conduct that occurs while performing CCS business off-campus including, but not limited to business trips, field trips, athletic events, student activities, internships, etc.
- 2.3 This procedure is subject to constitutional protections related to freedom of speech, association, and the press.

3.0 Definitions

The following definitions are specific to the terms of this procedure and do not modify or revise similar terms as used in related procedures.

- 3.1 **Complainant:** employee(s), contractor(s), student(s), visitor(s), or guest(s) of CCS who alleges he/she has been subjected to discrimination, sexual harassment, sexual misconduct, domestic violence, dating violence, stalking, and/or retaliation.
- 3.2 **Respondent/accused:** person or persons who are members of the campus community who allegedly discriminated against or harassed another person or persons.
- 3.3 **Complaint:** a description of facts that allege violation of CCS policies, procedures, collective bargaining (CBA) or employment provisions, including but not limited to allegations of discrimination, sexual harassment, sexual misconduct, domestic violence, dating violence, stalking, and/or retaliation. CCS has an official formal complaint form on which to document and report the complaint. (See sections 5, 6 and 7 below.)
- 3.4 **Protected Status** includes: race, creed, color, religion, national or ethnic origin, age, sex, marital status, pregnancy, parental status or families with children, status as a mother breastfeeding her child, AIDS/HIV or hepatitis C, honorably discharged veteran status, sexual orientation, gender identity or expression, disability, use of trained guide dog or

service animal by a person with disability, genetic information, or any other legally protected status.

- 3.5 **Discrimination:** prohibited unfavorable treatment of a person based on that person's membership or perceived membership in a protected status.
- 3.6 **Harassment:** prohibited form of discriminatory conduct that includes physical, verbal or other conduct that denigrates or shows hostility toward an individual or group because of their legally protected or perceived membership in a protected status; and is sufficiently severe, pervasive and objectively offensive so as to substantially interfere with the terms and conditions of employment.
- 3.7 **Sexual Harassment:** prohibited form of discrimination that includes unwelcome gender-based verbal, nonverbal, written, electronic and/or physical conduct. Sexual harassment does not have to be of a sexual nature and can include offensive remarks about a person's gender.
- 3.8 **Sexual Misconduct:** prohibited form of misconduct that includes sexually violent conduct including domestic violence, dating violence, stalking, nonconsensual sexual intercourse, and nonconsensual sexual contact. This conduct also includes, but is not limited to, indecent liberties, indecent exposure, sexual exhibitionism, sex-based cyber-harassment, prostitution or the solicitation of a prostitute, peeping or other voyeurism, or exceeding the boundaries of consent including allowing others to view consensual sex, the nonconsensual recording of sexual activity, domestic violence, dating violence, and stalking.
- 3.9 **Retaliation** includes any actual or threatened retaliation or any act of intimidation against any participant (accused, accuser, or witness) intended to prevent or otherwise obstruct the reporting, subsequent investigation, or enforcement of a complaint under this procedure.
- 3.10 **Domestic Violence** means: 1) physical harm, bodily injury, assault, or the infliction of fear of imminent body harm, bodily injury or assault, between family or household members; 2) sexual assault of one family or household member by another; or 3) stalking of one family or household member by another family or household member. Pursuant to Chapter 10.99 RCW, it also includes, but is not limited to the following crimes when committed by one family or household member against another: assault; drive-by shooting; reckless endangerment; coercion; burglary; criminal trespass, malicious mischief; kidnapping; unlawful imprisonment; and violation of a restraining, no-contact or protection order.
- 3.11 **Dating Violence** (aka relationship violence) is a type of domestic violence, except the acts are committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim.
- 3.12 **Nonconsensual Sexual Intercourse:** 1) any penetration, however slight of the vagina or anus by an object, when committed on one person by another, whether such persons are of the same or opposite sex and without consent and/or by force. An exception is when such penetration is accomplished for medically recognized treatment or diagnostic purposes. 2) Any act of sexual contact between persons involving the sex organs of one person and the mouth or anus of another, whether such persons are of the same or opposite sex, without consent and/or by force.
- 3.13 **Nonconsensual Sexual Contact:** any intentional touching of the sexual or other intimate parts of a person done for the purpose of gratifying sexual desire of either party or a third party, however slight, without consent and/or by force. Sexual touching includes any bodily contact with the breasts, groin, mouth, or other bodily orifice of another individual, or any bodily contact in a sexual manner.

- 3.14 **Consent** means the affirmative, unambiguous, and voluntary agreement to engage in a specific sexual activity during a sexual encounter. Consent cannot be given by an individual who is: 1) asleep or mentally or physically incapacitated, either through the effect of drugs, alcohol, or for any other reason; or 2) is under the lawful age to provide legal consent; or 3) is under duress, threat coercion or force. Intoxication is not a defense against allegations that an individual has engaged in nonconsensual conduct.
- 3.15 **Stalking (including cyber-stalking)** includes matters in which an individual intentionally and repeatedly harasses or repeatedly follows another person; the person being harassed or followed is placed in fear that the stalker intends to injure the person or property of that person or of another person.

4.0 Prohibited Conduct

- 4.1 Prohibited discriminatory conduct includes any physical, verbal, or other conduct that 1) denigrates or shows hostility toward an individual because of their protected status (as defined in section 3.4) and 2) is discriminatory in impact (as defined in section 3.6). Examples of behaviors that may constitute discriminatory conduct include, but are not limited to:
- 4.1.1 Racial epithets, “jokes”, offensive or derogatory comments, or other verbal or physical conduct based on an individual’s race/color.
 - 4.1.2 Ethnic slurs, workplace graffiti, or other offensive conduct directed towards an individual’s birthplace, ethnicity, culture, or foreign accent.
 - 4.1.3 Verbal or physical abuse, “jokes” or offensive comments based on an individual’s age, gender, disability, or sexual orientation.
 - 4.1.4 Marking, posting, emailing, or circulating demeaning or offensive pictures, cartoons or other materials in the workplace that relate to race, ethnic origin, gender or one of the other protected categories listed above.
- 4.2 Prohibited sexual harassment includes conduct as defined in section 3.7. Consistent with applicable state and federal law, CCS prohibits two types of sexual harassment: “quid pro quo” and “hostile environment.”
- 4.2.1 **Quid Pro Quo**—a person with authority over a student or employee explicitly or implicitly conditions a term or condition of the student or employee’s education or employment on the victim’s submission to conduct defined in section 3.7. This includes instances where submission to or rejection of such sexual conduct is used as the basis for educational or employment decisions affecting the victim. In determining whether such harassment exists, it is immaterial whether the victim resists and suffers the threatened harm or submits and thus avoids the threatened harm.
 - 4.2.2 **Hostile environment**—another’s unwelcomed conduct of sexual nature is sufficiently severe, persistent or pervasive and objectively offensive that: 1) it substantially interferes with the terms and conditions of employment or substantially limits a student’s ability to participate in, or benefit from the District’s education programs/activities; or 2) the conduct has the purpose or effect of unreasonably interfering with another individual’s work performance or creating an intimidating, hostile or offensive working environment. This second alternative only applies in the context of employment. Petty slights, annoyances, offensive utterances, and isolated incidents typically do not qualify as harassment. Examples of behaviors that may rise to the level of hostile environment and, therefore, are prohibited include, but are not limited to:
 - 4.2.2.1 Comments of a sexual nature.
 - 4.2.2.2 Sexually explicit statements, questions, jokes, or anecdotes.

- 4.2.2.3 Unnecessary or undesirable touching, patting, hugging, kissing, or brushing against an individual's body.
 - 4.2.2.4 Remarks of a sexual nature about an individual's clothing, body, or speculations about previous sexual experiences.
 - 4.2.2.5 Persistent, unwanted attempts to change a professional relationship to an amorous relationship.
 - 4.2.2.6 Subtle propositions for sexual activity or direct propositions of a sexual nature.
 - 4.2.2.7 Uninvited letters, emails, telephone calls, texts, or other correspondence referring to or depicting sexual activities.
- 4.3 Prohibited sexual misconduct includes domestic violence, dating violence, nonconsensual sexual intercourse or contact, stalking, and other forms of sexual misconduct.
- 4.3.1 Dating Violence, as defined in section 3.11, is further evaluated by specific factors of the relationship including, but not limited to, the length of the relationship; the type of relationship; and the frequency of interaction between the persons involved in the relationship.
 - 4.3.2 Nonconsensual Sexual Intercourse, as defined in section 3.12, makes the gender of the two parties irrelevant. Consent, as defined in section 3.14, cannot be inferred under circumstances in which it is not clear, including but not limited to the absence of "no" or "stop"; or the existence of a prior or current relationship or sexual activity.
 - 4.3.3 Stalking, as defined by section 3.15, requires that the feeling of fear must be one that a reasonable person in the same situation would experience under all the same circumstances; and the stalker either: 1) Intends to frighten, intimidate, or harass the person; or 2) knows or reasonably should know that the person is afraid, intimidated, or harassed even if the stalker did not intend to place the person in fear or intimidate or harass.
- 4.4 Prohibited retaliation means any actual or threatened retaliation or any act of intimidation against any participant (accused, accuser, witness, CAO or investigator) intended to prevent or otherwise obstruct the reporting, subsequent investigation, or enforcement of a complaint under this procedure. Retaliatory conduct of any kind taken against any individuals as a result of seeking redress under applicable procedures or serving as a witness in a subsequent investigation or any resulting disciplinary proceedings is prohibited and subject to discipline. Any person who thinks he/she has been the victim of retaliation should contact the Chief Administration Officer (CAO) immediately. The contact information for the CAO is available in section 7.3. If any person believes he/she has been the victim of retaliation by the CAO then the person should contact the Chancellor's or college president's office for referral to a designee (see section 7.3).

5.0 Complaint Procedures

- 5.1 **Complaints against Employees, Contractors, Guests or Visitors.** CCS will follow this administrative procedure for complaints brought by employees, students or visitors against an employee, contractor, guest or visitor of the District.
- 5.2 **Complaints against Students.** CCS will follow the procedures in CCS administrative procedure 3.30.01-A Non-discrimination / Anti-harassment, for complaints against a student, including student-to-student conduct.
- 5.3 **Complaints against individuals who are both Students and Employees:** If CCS receives a complaint against an individual who has both a student and employment

status, the CAO will determine what status the individual was in at the time of the alleged conduct/incident to determine which procedure(s), which may include both, will apply.

6.0 Who Can File a Complaint and Where to Obtain the CCS Complaint Form

CCS has developed a complaint form on which any person may report complaints under this procedure. A copy of the Complaint form is available as an attachment at the end of this procedure. The form is also available online at <http://www.ccs.spokane.edu/Forms/District-Forms/Human-resources/ccs1691.aspx> and through the Human Resources Office at 501 N. Riverpoint Boulevard, Suite 125.

7.0 Completion and Submission of the CCS Complaint Form.

- 7.1 **Timely Reporting:** CCS encourages the timely reporting of any incident(s) of discrimination, sexual harassment, sexual misconduct, domestic violence, dating violence, stalking and/or retaliation.
- 7.2 **Completion of Form:** The form includes directions on how to complete and how to file the complaint. If an individual has questions or needs assistance he/she should contact the CAO at the address or phone number listed in section 7.3. Written complaints should be signed, dated, include names, description and date of incident, and remedy sought.
- 7.3 **Submission/filing of Form.** The complaint should be submitted to the CAO at the address listed below. If the complaint is against the CAO, the complainant should report the matter to the Chancellor's office, to the Spokane Community College President's office or Spokane Falls Community College President's office for referral to an alternate designee.

Chief Administration Officer
Community Colleges of Spokane
501 N. Riverpoint Blvd, MS 1004
Spokane, WA 99202
Fax: (509) 434-5055
Phone: (509) 434-5040

Chancellor
Community Colleges of Spokane
501 N. Riverpoint Blvd, MS 1001
Spokane, WA 99202
Fax: 509.434.5006
Phone: 509.434.5025

President
Spokane Community College
1810 N. Greene St., MS 2150
Spokane, WA 99217-5399
Fax: 509.533.7321
Phone: 509.533.7042

President
Spokane Falls Community College
3410 W. Fort George Wright Dr., MS 3010
Spokane, WA 99224-5288
Fax: 509.533.3225
Phone: 509.533.3535

- 7.4 Those considering filing complaint will be provided a summary of Board Policy 2.30.01 and this administrative procedure.

8.0 Reporting Obligations for CCS Supervisors and Administrators

- 8.1 Supervisors and administrators perform a key role in preventing and responding to discriminatory conduct, including sexual harassment. When a supervisor or administrator becomes aware of incidents of discrimination/harassment, he/she will report the incident to the CAO or his/her designee (hereafter "CAO") as soon as possible.
- 8.2 Supervisors and administrators must report such complaints regardless of the victim's desire for the matter to remain confidential and regardless of whether a report is made to campus security or local law enforcement. Individuals who fail to report such incidents based on a standard of reasonable care or who fail to cooperate fully with the complaint processes may be subject to disciplinary action.
- 8.3 If the complaint brought to the attention of the supervisor or administrator was verbal or based on observations, rather than a written complaint, the CAO will work with the

complainant and/or reporting supervisor/administrator to prepare a written statement of facts. All complaints, as defined in section 5.0, regardless of the perceived merit or basis, are to be forwarded to the CAO for review. The CAO will also make an effort to have the complainant review and confirm the accuracy of the written summary.

9.0 Criminal and Administrative Complaint Options for Sexual Misconduct, Domestic Violence, Dating Violence, and Stalking:

Any person who believes he/she has been the victim of sexual misconduct, domestic violence, dating violence, and/or stalking has the right to file a complaint with CCS as described in section 5.0 above. Additionally, the victim has the option to pursue a criminal complaint by contacting local law enforcement and/or to have the complaint filed consecutively or investigated concurrently by both CCS and the following law enforcement authorities:

City of Spokane Police or Spokane County Sheriff: Emergency 911, Crime Check 456-2233, Helpline 477-5980

10.0 Confidentiality and the Right to Privacy

CCS will seek to protect the privacy of all parties involved to the fullest extent possible, consistent with the legal obligation to investigate, take appropriate remedial and/or disciplinary action, and comply with federal/state law and CCS policies/procedures. Anonymity and complete confidentiality cannot be guaranteed once a complaint is made or unlawful behavior is alleged. CCS will honor requests to keep sexual misconduct complaints confidential to the extent this can be done without risking the health, safety and welfare of the complainant, other members of the college community or CCS' duty to investigate and process sexual harassment and sexual violence complaints. Further, to the extent possible, proceedings will be conducted in a discreet and sensitive manner. Files pertaining to the complaint will be maintained in confidence to the extent provided by law and with the understanding that all files are considered public records and will be released as required by the Public Records Act, Chapter 42.56 RCW. Accordingly, CCS cannot guarantee complete confidentiality. Determinations regarding how to handle requests for confidentiality will be made by the CAO.

Confidentiality Requests and Sexual Violence Complaints. The CAO will inform and obtain consent from the complainant before commencing an investigation alleging sexual violence. If the complainant asks that his/her name not be revealed or that CCS not investigate the allegation, the CAO will determine first whether CCS can honor the request and at the same time maintain a safe and non-discriminatory environment. If CCS is unable to honor the confidentiality request the CAO will notify the complainant of the decision and ensure that the complainant's identity is disclosed only to the extent reasonably necessary to conduct the investigation. If CCS agrees not to conduct the investigation the CAO will consider and implement feasible counter measures, if any, designed to limit the effects and prevent recurrence.

11.0 Complaint Investigation

11.1 Complaints against Employees/Guests/Visitors. The CAO is solely authorized to consider and investigate complaints of discrimination, sexual harassment, sexual misconduct, domestic violence, dating violence, stalking and/or retaliation that involve an employee of CCS. If the complaint involves the CAO the complainant may file such complaint directly with the Chancellor's or Presidents' offices (see section 7.3).

11.1.1 Complaints alleging discrimination, harassment, retaliation, or sexual misconduct by a student are investigated pursuant to Administrative Procedure 3.30.01-A.

11.2 Initial Review. The CAO will conduct an initial assessment of the complaint to determine whether it alleges conduct that may be prohibited by CCS policies, procedures, collective bargaining (CBA) or employment contract provisions. The CAO will also conduct an initial assessment to determine whether the complaint warrants interim measures. If it appears such measures are warranted pursuant to Section 14, the CAO will coordinate

with appropriate CCS personnel to implement. If the CAO concludes an investigation is not warranted under this procedure a written notice to the complainant will be prepared indicating the matter is closed without further action. If the CAO concludes that an investigation is not warranted under this procedure, but may be warranted under other CCS policies, procedures, CBA or employment contract provisions he/she will refer if for further review pursuant to section 11.3. CCS has an independent duty to conduct an investigation regardless of whether law enforcement is also conducting an investigation.

11.3 **Complaint Consideration.** Although alleged conduct may not violate federal or state law, such incidents may still qualify as violation of CCS policies, procedures or contract provisions and may constitute improper behavior, unprofessional conduct, or a failure to engage in conduct supportive of an environment of mutual respect and professionalism and/or provisions of applicable collective bargaining agreements. Such complaints will be remanded to the appropriate administrator for further consideration and investigated under separate procedure/contract provision.

11.3.1 Harassment/discrimination allegations based upon union activities are not covered by this procedure.

11.4 **Informal Dispute Resolution.** Informal dispute resolution involving a CCS official may be utilized where both the complainant and respondent agree to do so in writing. If the parties elect to mediate a dispute, either party shall be free to discontinue mediation at any time. This process shall not be used to resolve sexual discrimination complaints without written permission by both parties. In no event shall mediation be used to resolve complaints involving allegations of sexual misconduct.

11.5 **Appointment of Investigator.** The CAO may appoint an investigation designee and shall inform the complainant and respondent(s) of such an appointment.

12.0 Initial Notifications

12.1 Sexual Misconduct, Domestic Violence, Dating Violence or Stalking Complaints

12.1.1 **Notifications.** If a formal investigation is initiated, the CAO shall send an initial notification to both the complainant and respondent simultaneously that the matter is under investigation. Both the complainant and respondent shall be informed of their rights during investigation and any subsequent disciplinary processes, as well as CCS's policy against retaliation. The complainant shall also be apprised of additional rights including, as applicable:

- 12.1.1.1 Options to avoid contact with respondent;
- 12.1.1.2 Procedures to follow to preserve evidence of the alleged incident and seek medical treatment;
- 12.1.1.3 Who will receive a report of the complaint;
- 12.1.1.4 Right to file or not file a criminal complaint as detailed in section 9.0 above;
- 12.1.1.5 A list of resources for obtaining protective, no contact, restraining, or similar orders;
- 12.1.1.6 A list of existing on and off campus counseling, mental health, victim advocacy legal assistance or other victim services that are available for victims on-campus and in the community;
- 12.1.1.7 The procedures CCS will follow to determine if discipline is appropriate;
- 12.1.1.8 Steps CCS will take to ensure confidentiality and the limits this may place on CCS's ability to investigate and respond; and

12.1.1.9 A list of options and resources to assist the complainant regarding academic, living, transportation and working situations.

12.2 Discrimination or Harassment Complaints

12.2.1 **Notifications.** If a formal investigation is undertaken, the respondent and complainant will be alerted to the existence of a formal complaint, that an investigation of the complaint is underway and CCS's policy against retaliation. During the investigative process, the accused will be informed of his/her right to representation during any investigatory meeting.

13.0 Investigation

If it is determined after initial review that the matter warrants investigation pursuant to this procedure, the CAO will determine the appropriate process necessary to ensure relevant evidence is obtained and all critical elements are addressed. The investigation will include, but is not limited to, interviewing the complainant, the respondent, and relevant witnesses, and reviewing relevant documents. The investigation shall be concluded within a reasonable time, normally sixty (60) days, barring exigent circumstances. Employees, as a condition of employment, are required to be truthful and to fully cooperate in the investigation process.

14.0 Interim Measures

Following receipt of a complaint, CCS may determine immediate interim measures are necessary to protect the complainant and/or respondent pending completion of the investigation and resolution of the complaint. Interim measures may include, but are not limited to, separating the respondent from the complainant, adjusting schedules, placing an employee on administrative leave and/or providing counseling.

15.0 Investigative Findings Report

At the conclusion of the investigation the investigator shall set forth his/her findings in writing. If the investigator is a designee, the investigator shall send a copy of the findings to the CAO. All complaints and the records related to a subsequent formal investigation of those complaints conducted pursuant to this procedure, if any, shall be maintained confidentially to the extent allowed by law for an indeterminate period of time in the Human Resources Office.

16.0 Post Investigative Process

When the investigation is complete, the CAO will send an investigative report to the appropriate CCS appointing authority, or designee, for the purpose of determining whether a violation occurred and what discipline/remediation/corrective action, if any, should be imposed. Additionally, the CAO will prepare an investigative summary and provide to both the complainant and accused per section 18.0.

17.0 Corrective Action

CCS will take appropriate action where it is proven and/or reasonable to believe that a violation occurred. The appropriate CCS authority shall consider and determine, based on preponderance of evidence, whether a violation occurred and what steps should be taken to resolve the complaint, remedy the effects on any victim(s), and prevent its recurrence. Violations may result in disciplinary action, up to and including termination, revocation of permission to be on CCS premises or at sponsored activities, or being "trespassed" from CCS campus/facilities. Corrective action for students will be handled pursuant to CCS Procedure 3.30.01-A.

18.0 Disclosure of Decisions and Actions

18.1 **Disclosure Regarding Employees and Students.** The CAO will simultaneously provide the complainant and respondent with a written summary of the investigative

findings. Consistent with the requirements of 20 U.S.C. §1092(f)(8)(B)(iv) related to a crime of violence or sexual assault, including rape, dating violence, domestic violence or stalking, the notice will also indicate the actions taken or recommended to resolve the complaint, subject to the following limitations:

18.1.1 The complainant shall be informed in writing of actions taken or recommended to resolve the complaint, if any, only to the extent that such findings, actions or recommendations directly relate to the complaint, such as finding that the complaint is or is not meritorious or an order that the accused not contact the complainant. The complainant may be notified generally that the matter has been referred for disciplinary action.

18.1.2 The respondent shall be informed in writing of the findings and of actions taken or recommended to resolve the complaint and shall be notified of any referrals for disciplinary action.

18.1.3 Both the complainant and the respondent are entitled to review any final findings, conclusions, and recommendations, subject to any FERPA confidentiality requirements and appeal procedures, if any. Both the complainant and the respondent are also entitled to notice of any change to the results that occur prior to the results becoming final, and when such results become final.

18.2 **Disclosures Regarding Volunteers, Guests, and Contractors.** CCS will notify the complainant of any actions it takes which relate directly to the complainant, such as a No Trespass Order prohibiting a volunteer, guest or contractor from being on campus. Additionally, if the matter involves a crime of violence or sexual assault, including rape, dating violence, domestic violence or stalking, CCS may elect to terminate the contract or license for the individual to be on campus. CCS will provide the complainant and the respondent with simultaneous written notice of such decisions; advisement of appeal procedures, if any; any change to the results that occur prior to the results becoming final; and when such results become final.

19.0 Limits to Authority

Nothing in this procedure shall prevent the appointing authority or designee from taking, if he/she determines appropriate, immediate disciplinary action in accordance with CCS policies and procedures, collective bargaining agreements and federal, state, and municipal rules and regulations.

20.0 External Complaint

State and federal agencies have their own processes for responding to and processing complaints, including their own prescribed timeframes for submission of complaints. Filing a complaint with a state or federal agency listed below may be done in lieu of or in addition to CCS's complaint procedure. Individuals may always file a complaint with:

- 20.1 Washington State Human Rights Commission at 800.233.3247 or TDD 800.300.7525, 905 Riverside, Suite 416, Spokane, WA 99201, www.hum.wa.gov
- 20.2 US Department of Education Office for Civil Rights at 800.421.3481 or TDD 877.521.2172, 2910 3rd Avenue, Mail Stop 106, Seattle, WA 98174-1099, OCR@ed.gov
- 20.3 Equal Employment Opportunity Commission at 800.669.4000 or TDD 800.669.6820, 1321 2nd Avenue, 7th Floor, Seattle, WA 98101, www.eeoc.gov
- 20.4 Office of Federal Contract Compliance at (206) 398-8005, Room 3038, Regional Office, 909 First Avenue, Seattle, WA, 98104 <http://www.dol.gov/ofccp/index.htm>

20.5 U.S. Department of Labor at (206) 398-8039, Wages and Hour Division, 300 Fifth Avenue, Suite 1130, Seattle, WA , 98104, www.dol.gov/WHD/index.htm

21.0 Related Information

21.1 Harassment/Discrimination Complaint form, [CCS #1691](#)

21.2 Administrative Procedure, [3.30.0-A Non-discrimination/Anti-Harassment](#)

21.3 [Chapter 42.56 RCW](#), Public Records Act

Originated: February 2002; April 2005, December 2006; revised August 2014
Cabinet approval: December 2006; October 27, 2014