**Sample Service Delivery Antidiscrimination Policy and Procedure**

*The following has been adapted from the U.S. Department of Justice’s Office of Civil Rights. This template is provided as a general sample and should be adapted, edited, and updated to meet the specific policies, procedures, and practices of your organization.*

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| **Subject: Antidiscrimination Policy and Procedure for the provision of services** |
| **Policy Number:** |
| **Effective Date:** |

**1. Purpose**

In this section, the agency should explain the purpose of this document, such as to establish that the agency is committed to non-discriminatory practices ensuring equal opportunity to clients/prospective clients, and to create a written policy and procedure for agency employees to follow to ensure equal access to services and activities and to respond when a complaint alleging discrimination from a program participant or prospective program participant is received.

**2. Policy**

The agency should explain its policy regarding discrimination in the provision of services, such as a statement that all program participants and prospective program participants shall be treated equally and receive equal access to services and activities regardless of race, color, national origin, sex, religion, disability, age, sexual orientation, or gender identity. All staff will be provided notice of this policy, and staff will be trained in implementing this procedure.

**3. Definitions**

The agency may wish to include definitions of relevant terms, such as “discrimination,”

“complaint coordinator,” and “retaliation.”

**4. Procedures**

The agency should explain its procedures for accepting and responding to discrimination complaints from program participants, prospective program participants, or consumers. These procedures should include, at a minimum:

* A designation of the agency employee who is responsible for coordinating the series of actions described in these procedures;
* An explanation of how a program participant, prospective program participant or consumer may file a complaint of discrimination (i.e. on a specific complaint form, in a letter, in an email, in person, or over the phone);
* An explanation of how an agency employee receiving a discrimination complaint should forward the complaint to the employee responsible for coordinating the series of actions described in these procedures;
* An explanation of whether the agency will provide the complainant with any written acknowledgement of the complaint and how the agency will correspond with the complainant throughout the investigation;
* An explanation of how the agency will investigate the complaint or whether it will refer the complaint to an appropriate external agency for investigation such as a local or state human rights commission, and Office of Civil Rights Office of Justice Programs;
* An explanation describing how program participants and prospective program participants are notified of these practices, such as by posting the procedures on the agency website, including the procedure in an intake packet, or posting the procedure in a public space

**5. Training**

The agency should describe its procedures for providing periodic training for agency employees on these antidiscrimination policies and complaint procedures, including an employee’s responsibility to refer discrimination complaints from program participants and prospective program participants.

This sample policy has been adapted from the U.S. Department of Justice’s Office of Justice Program’s civil rights sample documentation, *https://www.ojp.gov/sites/g/files/xyckuh241/files/media/document/services\_complaint\_procedures.pdf*