



MUNICIPALITY OF NEW LEBANON

198 S. Clayton Rd
New Lebanon, Ohio 45345-9636
937-687-1341-Main Office
937-687-3700-Economic Development Office
937-687-1213-Fax

VILLAGE OF NEW LEBANON FIRE DEPARTMENT DISCRIMINATION COMPLAINTS POLICY

The New Lebanon Fire Department is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Title IX of the Educations Amendments of 1972. To achieve compliance, the Department has established a process that enables employees and program beneficiaries to have an opportunity to have any complaints related to discrimination in the Department's provision of its programs heard and resolved in a fair and efficient manner.

Notice

The Department will notify employees, clients, customers, program participants, or consumers by posting its non-discrimination policy on its website, <https://www.newlebanonoh.org/fire>, posting it in the Fire Station, and in Department Offices, and including it in any request for proposals for services or equipment purchased with Department of Homeland Security Grants. The notice will be accompanied by the "I Speak Poster" and the Village will utilize in-house staff and third party interpreters if necessary to ensure that adequate access is provided to individuals who speak foreign languages.

Complaint Process

- Complaints shall be submitted in writing, in person, or by phone to the New Lebanon Fire Chief within 180 days of the date of the alleged discrimination.
- The Chief will record the receipt of the complaint and notify the complainant of receipt of the request and describe the Village's complaint process within 10 days of receipt. The notice will also advise the complainant of their option to file a complaint directly with Civil Rights and Civil Liberties (CRCL). The notice shall request that the complainant provide notice of any concurrent appeal to the CRCL. The notice will explain the anticipated process that will be followed to resolve the complaint which may include any of the following:
 - Internal investigation of the complaint
 - Refer the complaint to an appropriate external agency for investigation, such as a local or state human rights commission, or CRCL
- Complaints will be resolved as soon as possible, which in all cases shall be within sixty days of receipt.



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- Complaints will immediately be forwarded to Ron Kenner, the Village of New Lebanon's Labor Attorney, to conduct the investigation. If an investigation is conducted by an attorney with Ron Keener LLP, they will resolve the matter through an agreeable accommodation or issue a decision on the merits of the complaint.
- Decisions shall be in writing and shall provide information regarding the complainant's rights to appeal.
- Complaints shall be recorded on a spreadsheet managed by the Fire Chief or his designee.

Contact Information for Filing Complaints with the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL)

- Email: CRCLCompliance@hq.dhs.gov (fastest method to submit your complaint)
- Fax: 202-401-4708
- U.S. Mail: U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
Compliance Branch
245 Murray Lane, SW
Building 410, Mail Stop #0190
Washington, D.C. 20528
- Website: <https://www.dhs.gov/file-civil-rights-complaint>