



## I. CIVIL RIGHTS POLICY

The Greater Keene and Peterborough Chamber of Commerce (referred to as GKPC) Title VI Program ensures that the level and quality of the Chamber's services are provided in a nondiscriminatory manner and that the opportunity for full and fair participation is offered to all citizens. Additionally, GKPC has a separate Language Assistance Plan, which, in accordance with Executive Order 13116 (Improving Access to Services for Persons with Limited English Proficiency), examines the need for services and materials for people for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English.

GKPC's policy is to ensure compliance with Title VI of the Civil Rights Act of 1964 (Pub. L. 88-352), as amended, and other statutes and authorities that prohibit discrimination in any federally assisted program or service, and all requirements imposed by or pursuant to the Regulation of the Department of Health and Human Services (45 C.F.R. Part 80). No person shall, on the ground of actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation, disability, or age, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any GKPC provided program, activity, or service.

## II. NOTICE TO THE PUBLIC

To make fellow citizens aware of GKPC's commitment to Title VI compliance, and their right to file a civil rights complaint, GKPC has presented the following information on its website.

### ***Your Civil Rights***

*The Greater Keene and Peterborough Chamber operates its programs and services without regard to actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation, disability, or age in accordance with Title VI of the Civil Rights Act and other statutes and authorities that prohibit discrimination in federally assisted programs and activities. Any person who believes they have been aggrieved by any unlawful discriminatory practice under Title IV may file a complaint with the Greater Keene and Peterborough Chamber. For more information on the Greater Keene and Peterborough Chamber's civil rights program, the procedures to file a complaint, and/or if information is needed in another language, please contact the Administrative Coordinator at 603-352-1303, [info@keenechamber.com](mailto:info@keenechamber.com), or visit our administrative office at 48 Central Square, Keene, NH, Monday through Friday (excluding holidays) between 10:00 a.m. and 4:00 p.m.*

## III. DISCRIMINATION COMPLAINT PROCEDURES

GKPC has a process for citizens to file a complaint under Title VI Civil Rights. Any person who believes that she or he has been discriminated against on the basis of actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation, disability, or age by GKPC may file a complaint form with a brief written narrative describing the complaint with the Greater Keene and Peterborough Chamber Board Chair or Board of Directors. The written narrative should include the basis of discrimination (i.e. race, disability, age), the program or service the discrimination relates to, names and/or titles of individuals involved, the nature of relationship to the person for whom the complaint is being filed about, a description of the incident including date and location, and the complainant's (and their third party representative, if applicable) contact information.

The GKPC Board investigates complaints received no more than 180 days after the alleged incident. The GKPC Board will process complaints with complete information. Once the complaint is received, the Board will review it and



the complainant will receive an acknowledgement informing them whether the complaint will be investigated by the Board. The Board will assign an investigator to investigate the complaint within 30 days. The compliance coordinator will investigate all complaints unless the complaint involves the Board Chair or the complainant requests a different investigator. If more information is needed to resolve the case, GKPC Board may contact the complainant.

The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 days, the Board can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has ten days after the date of the closure letter or letter of finding to do so.

Should this process not result in a satisfactory resolution, or if the complainant prefers for any reason, a formal complaint may be filed with the Federal Office of Civil Rights at 810 7th Street, NW, Washington, DC 20531 or [askojp@ncjrs.gov](mailto:askojp@ncjrs.gov). Visit [www.ojp.gov](http://www.ojp.gov) for instructions and more information. If you believe that you have been the target of discrimination, you should file a complaint with the Office of Civil Rights as soon as possible. In most circumstances, you may have no longer than one year from the date of the discriminatory incident to file a complaint.

#### **IV. TITLE VI COMPLIANCE COORDINATOR**

The GKPC Board Chair is the designated Civil Rights compliance coordinator for the Greater Keene and Peterborough Chamber. The GKPC President & CEO is the designated Equal Employment Opportunity compliance coordinator. The coordinator is responsible for implementing and maintaining adherence to the Title VI Civil Rights or Equal Employment Opportunity Program, including maintaining statistics on complaints filed, promoting GKPC as an equal opportunity service provider and employer, and receiving and resolving complaints. The compliance coordinators will investigate all complaints unless the complaint involves the compliance coordinator or the complainant requests a different investigator. The coordinators maintain a log of complaints and a list of active investigations. As applicable, the coordinators will notify the federal agency providing full or partial funding of the program involved in the complaint within five business days of receiving a formal Title VI Complaint.

#### **V. ACTIVE LAWSUITS, COMPLAINTS OR INQUIRIES**

The coordinators maintain a log of complaints and a list of active investigations conducted by GKPC, and entities other than the GKPC, including lawsuits and complaints naming GKPC, that allege discrimination on the basis of race, color, religion, national origin, sex, gender identity, sexual orientation, disability, or age. As applicable, the coordinators will notify the federal agency providing full or partial funding of the program involved in the complaint within five business days of receiving a formal Title VI Complaint.

The log of complaints includes the name and address of the person filing the complaint, the date of the complaint, the basis of the complaint, the disposition of the complaint, and the status of the complaint.



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The list of active investigations includes the date the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint, and actions taken by GKPC in response, or final findings related to the investigation, lawsuit, or complaint.

As of the effective date or revision date of this policy, there are no complaints pending which allege discrimination on the grounds of actual or perceived race, color, religion, national origin, sex, gender identity, sexual orientation, disability, age, or any other form of discrimination.

## **VI. PUBLIC PARTICIPATION AND DECISION MAKING BODIES**

The Greater Keene and Peterborough Board of Directors make policy, service change, capital programming, facility and maintenance, and other decisions related to the operations of GKPC and the programs and services it provides. The Board of Directors is composed of 25 members that represent the members of GKPC. Meetings of the Board of Directors are held on the fourth Thursday of each month at 3:30 at rotating locations.



**CIVIL RIGHTS TITLE VI COMPLAINT FORM**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Accessible format requirements:  Large print  Not applicable  Other \_\_\_\_\_

I believe that I have been (or someone else has been) discriminated against on the basis of:

- Race, color, or national origin
- Disability
- Not applicable
- Other: \_\_\_\_\_

I believe that a GKPC department, office, or an organization receiving GKPC financial support or pass-through grant funds, has failed to comply with the following program requirements:

- Equal Employment Opportunity
- Civil Rights Title VI
- Disadvantaged Business Enterprise
- Other \_\_\_\_\_

Are you filing this complaint on your own behalf?  Yes  No

If no, what is the name and relationship of the person for whom you are complaining? Explain why you have filed for a third party. \_\_\_\_\_  
\_\_\_\_\_

Have you obtained permission of the aggrieved party?  Yes  No

Have you previously filed a civil rights complaint against the GKPC?  Yes  No

If yes, when was the complaint filed? \_\_\_\_\_

Have you filed this complaint with any of the following agencies?  Yes  No

If yes, please attach a copy of any response you received to your complaint.

- Department of Transportation
- Equal Employment Opportunity Commission
- Department of Justice
- Other \_\_\_\_\_

Have you filed a lawsuit regarding this complaint?  Yes  No

If yes, attach any related material and provide the case number and/or date:  
\_\_\_\_\_



Name of service provider, department, office, or organization the complaint is against:

\_\_\_\_\_

Contact person name and title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

May we release your identity and a copy of your complaint to the service provider, department, office, or organization?  Yes  No *Note: we may be unable to investigate without releasing your identity and complaint.*

On separate pages, please attach a description of your complaint. You should include specific details such as names, dates, times, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Note: We cannot accept your complaint without a signature.*