



**Cooperative Extension
Civil Rights Program
Responding to Client Complaints of Discrimination or Sexual Harassment**

A complaint or charge of discrimination or sexual harassment can be made by the person (s) against whom the alleged discrimination has occurred or by another individual or organization acting on behalf of the first person (s).

A discrimination complaint may be expressed indicating that the individual (s) has/have been denied the program service or resources of the University of Wisconsin-Extension because of age, race, color, creed or religion, national origin, ancestry, sex, sexual orientation, marital or parental status, pregnancy, veterans' status, arrest or non-job or program related conviction record or qualified disability.

Procedures to use when responding to a client complaint:

- Inform the complainant of his/her right to contact any of the following: USDA Director of the Office of Civil Rights, UW-Extension Director of the Workforce Equity and Diversity Programs, Dean and Director of Wisconsin Cooperative Extension, or District Director of the Cooperative Extension district in which the complainant resides.

Addresses:

USDA Director, Office of Civil Rights
United States Department of Agriculture
Room 326-W, Whitten Building
14th and Independence Ave., SW
Washington, D.C. 20250

Vallerie Maurice, Director
Workforce Equity and Diversity
University of Wisconsin Colleges &
University of Wisconsin-Extension
501 Extension Building
432 North Lake St.
Madison, WI 53706

Richard Klemme
Interim Dean and Director
Cooperative Extension
University of Wisconsin-Extension
601 Extension Building
432 North Lake St.
Madison, WI 54706

District Director of the district in which the complainant resides.

- If possible, involve another staff member in order to have a witness if you discuss the complaint with the clientele. The staff member most directly responsible for the program area relating to the complaint should be informed or involved as soon as possible.
- Ask the complainant about the basis of the complaint and the details, and document the nature and basis of the complaint; the names, addresses, dates and situations involved.
- Immediately inform the District Director of the complaint and share the details you collected.
- An official investigation will be conducted and you will be asked for your input.