



# ***Discrimination Complaint Guide***

***scvrd.net/discrimination***

## **What you can do if you feel you have been discriminated against**

### **What can I do if I experience discrimination?**

In accordance with federal and state law, the South Carolina Vocational Rehabilitation Department does not discriminate against any race, color, religion, sex, national origin, age or disability in employment or in provision of services.

If you have a discrimination complaint, you may want to deal with the situation yourself by raising it directly with the person or people involved, with your counselor, or with the office supervisor. Most complaints can be easily resolved without filing a formal complaint.

If this does not resolve the situation, or you do not feel comfortable doing this, you may make a complaint to the Discrimination Complaint Coordinator (DCC). The DCC contact information is listed within this brochure. You can also have someone make a complaint on your behalf.

### **Who can file a complaint?**

SCVRD consumers (including individuals in applicant status), former SCVRD consumers, and members of the public who believe that

SCVRD has discriminated against them may file a complaint. You will not be retaliated against for filing a complaint.

### **How do I file a complaint?**

Do one of the following:

- Ask an SCVRD staff member for the Discrimination Complaint Form, OR
- Click the “Non-discrimination” link at the bottom of any page on the SCVRD website (scvrd.net), then download and submit the Discrimination Complaint Form file, OR
- Contact the DCC listed within this brochure, OR
- File a complaint without using the Discrimination Complaint Form.
- Please include the following information:
  1. Your contact information (name, address, telephone number(s), email address if available),
  2. Contact information of anyone assisting you,

3. Your complaint (describe as completely as possible),
4. The name of each SCVRD staff member involved in the complaint,
5. The date when the alleged discrimination occurred,
6. The SCVRD location where the alleged discriminatory acts(s) occurred,
7. Supporting information/documentation and any other relevant information, and
8. What you would like SCVRD to do to resolve your complaint.

## How will my complaint be processed?

Once we receive your complaint, an investigation will begin.

Within 30 working days of receiving your complaint, unless it is determined that additional time is needed, the DCC will:

Interview you and all identified witnesses, review any available documents referenced by the parties, and conduct a thorough investigation into all allegations.

Provide you (by mail or in person) and the local SCVRD office a written response of the findings about the complaint.

## What if I disagree with the findings?

If you disagree with the findings of the investigation, you may file a complaint with the Department of Education, Office of Civil

Rights. Their contact information is provided within this brochure.

Other agencies may enforce other laws on discrimination. It is your responsibility to determine the appropriate course of action based on the nature of your complaint.

## Contact Information

### Discrimination Complaint Coordinator

South Carolina Vocational Rehabilitation Department

1410 Boston Avenue  
West Columbia, SC 29171

888-861-3543 (Toll free)

803-896-6534 (Columbia area)  
803-896-6667 (TTY)  
803-896-6698 (Fax)

[dccordinator@scvrd.state.sc.us](mailto:dccordinator@scvrd.state.sc.us)

### U.S. Department of Education Office for Civil Rights

Lyndon Baines Johnson Department  
of Education Building

400 Maryland Avenue, SW  
Washington, DC 20202-1100

800-421-3481 (Toll free)  
800-877-8339 (TDD)  
202-453-6012 (Fax)

[ocr@ed.gov](mailto:ocr@ed.gov)

