

City of Flint Grievance Procedures

A person believing that he or she has been denied a City service because of his/her race, ethnicity, color, national origin, sex, marital status, sexual orientation, age, religion, disability, veteran status, or other protected status as defined in federal or state law; or if any person feels that they have been intimidated or retaliated against because they have exercised their rights to participate in or opposed actions protected or prohibited by 40 C.F.R. Parts 5 and 7, or for the purpose of interfering with such rights, or who has been otherwise discriminated against in the provision of City programs and activities because of their protected status, should contact the City's Nondiscrimination Coordinator:

Lesley Liggins

1101 South Saginaw Street, Flint, Michigan 48502

810-766-7284 ext. 2075 | lliggins@cityofflint.com

Complainants must submit a complaint with the Nondiscrimination Coordinator within 180 calendar days of the occurrence of the alleged discriminatory or retaliatory conduct. The time for filing a complaint may be extended for up to 90 calendar days by the Nondiscrimination Coordinator for good cause upon written request by the complainant setting forth the reasons for the extension. A written complaint will ensure that the alleged conduct is stated in the complainant's own words. The Nondiscrimination coordinator will ask the complainant to provide specific information, including: date, time and location of incident(s); to the extent known, the names and job titles of persons involved; a concise statement of the facts constituting the alleged discriminatory conduct; names of witnesses, if any; and the complainant's full name, address, telephone number, and email address.

The complaint review shall be completed within 60 calendar days from the date of receipt of the complaint unless the complainant agrees in writing to an extension of the timeline. The Nondiscrimination Coordinator will determine whether further investigation is necessary and, if so, who will conduct the investigation. The Nondiscrimination Coordinator may consult with the City Administrator and/or City Attorney at any time during this process. The Nondiscrimination Coordinator shall apply a "preponderance of the evidence" standard in determining the veracity of the factual allegations in a complaint. This standard is met if the allegation is more likely to be true than not.

It is the intent of the City to investigate discrimination complaints promptly and efficiently. Although it is hoped that an investigation can be completed within fourteen (14) calendar days, some investigations may require more time. In such cases, the Nondiscrimination Coordinator will keep the complainant advised of the status of the investigation no less frequently than every fourteen (14) days.

At the conclusion of the investigation, the Nondiscrimination Coordinator and City Administrator will review the findings and collectively determine whether the discrimination has occurred and an appropriate remedy, if warranted. Unless extended by written agreement with the complainant, the Nondiscrimination Coordinator shall prepare and send to the complainant a written report within 60 calendar days of the City's receipt of the complaint. For all complaints, the decision shall include:

1. The findings of fact based on the evidence gathered. In reaching a factual determination, the following factors may be taken into account:
 - a. Statements made by witnesses
 - b. The relative credibility of the individuals involved
 - c. How the complaining individual reacted to the incident
 - d. Any documentary or other evidence relating to the alleged conduct
 - e. Past instances of similar conduct by any alleged offenders
 - f. Past false allegations made by the complainant
2. The conclusion(s) of law
3. Disposition of the complaint
4. Rationale for such disposition
5. Corrective action(s), including any actions that have been taken or will be taken to address the allegations in the complaint
6. Notice of the complainant's right to appeal the City's decision within fifteen (15) calendar days

As it is the City's desire to resolve complaints amicably, the City may engage the complainant in conciliation discussions at any time before, during or after the investigation.

Nothing in these procedures should be construed to limit a complainants' right to file a complaint with the appropriate state or federal agency that regulates the service in question or that adjudicates claims of discrimination.