

Pottstown, PA NAACP Branch 2288

Complaint Form Process

1. Please answer every question fully and to the best of your ability. Additional information may be requested after the initial review.
2. Please be accurate and truthful in reporting the facts in your complaint.
3. When explaining the incident, be as brief as possible, while providing enough information for us to get the main idea or substance of what happened.
4. Please provide any additional documents to support your complaint.

IMPORTANT INFORMATION

Your complaint does not create an attorney-client relationship. Submission of a complaint does not mean that the Pottstown NAACP has accepted your case. Someone from our executive team will notify you.

- ✓ **We cannot officially accept complaints by telephone or give verbal advice via telephone.**
- ✓ **We cannot proceed with any investigation without a completed Complaint of Discrimination form. If you have difficulty filling out the complaint, please let us know and someone will contact you to assist.**

Federal and State Privacy and Confidentiality laws require that provisions be in place to protect individual's information as well as restrict who has access to it.

The Complaint Form has been structured to solicit the "who, what, where, why and how" details regarding a complaint. This helps the complainant compile, structure relevant and often-key compliant information.

The Complaint Form provides formal documentation and a record for a submitted complaint. As such, it also serves to protect both the complainant and The Pottstown NAACP and mitigate confusion that often results from verbal ONLY scenarios.

Pottstown, PA NAACP Branch 2288

What Happens After I File a Complaint of Unlawful Discrimination?

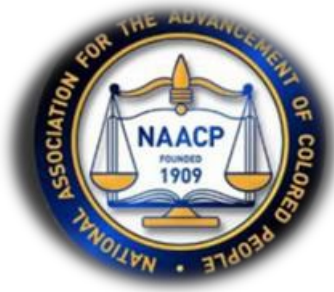
Once the Pottstown Branch NAACP receives your Pottstown Branch NAACP Complaint Form, you will receive a confirmation letter. This confirmation letter is NOT an offer of executive assistance or a promise that the NAACP will become involved with your issue. Rather, it is simply to acknowledge that we have received your complaint form, started your file, and will attempt to address your issue expeditiously.

Before determining whether your issue is ripe for NAACP consideration, the Pottstown Branch NAACP executive team will first review your Pottstown Branch NAACP Complaint Form and relevant supporting documents to determine whether your issue rises to the level of a civil rights violation or involves an issue with which we can provide assistance. During this process, you should expect to be contacted by a Pottstown Branch NAACP executive team member to further discuss your issue.

PLEASE NOTE: We receive a large number of complaints daily and try to promptly respond to them all. Please have patience with our process. If your issue gets resolved while your NAACP file is still processing, or you no longer require our involvement, please email us at pottstownnaacp.2288@gmail.com to close your file. You will then receive a letter of resolution as per your request to close your complaint.

Denials: If, after carefully reviewing your Pottstown Branch NAACP Complaint Form and relevant supporting documents, we are unable to provide you with representation, then you will receive a denial letter. This denial letter is NOT to suggest that your claim does not have merit. Rather, it simply means that, given our limited resources and the nature of your complaint, we do not believe that we will be able to be of assistance at this time. Of course, you should still feel free to contact us relative to any other complaints of unlawful discrimination and we will be pleased to carefully review the complaint.

Acceptances: If, after carefully reviewing your Pottstown Branch NAACP Complaint Form and relevant supporting documents, we are able to provide you with representation, then you will receive an acceptance letter and a NAACP executive team member will contact you to schedule a face-to-face meeting. This acceptance letter is NOT a promise that your case will be resolved in your favor. Rather, it simply means that the Pottstown Branch NAACP will represent you to the best of its ability throughout your case.



Pottstown, PA NAACP Branch 2288 Complaint of Discrimination

Completing this form does not constitute an official complaint with an executive authority.
At this time, the NAACP is only seeking information to assist you concerning this complaint.

Name: _____

Address: _____

Phone Number: _____

E-Mail Address: _____

What was the discrimination based on? *(Please check all that apply)*

- | | | |
|---|-------------------------------------|---|
| <input type="checkbox"/> Race/Color _____ | <input type="checkbox"/> Sex _____ | <input type="checkbox"/> Reprisal/Retaliation |
| <input type="checkbox"/> National Origin | <input type="checkbox"/> Age | <input type="checkbox"/> Other |
| <input type="checkbox"/> Religion | <input type="checkbox"/> Disability | |

Who discriminated against you? *(Employer, organization, agency, etc.)*

Name: _____

Address: _____

Additional Parties *(If any)* _____

Date of Occurrence: _____ Time of Occurrence: _____

What are your expectations of the Pottstown NAACP 2288 Branch?

Explain Incident: *(Attach additional pages if necessary)*

What if anything, did you do?

Please give names and addresses of anyone who witnessed this incident:

<u><i>Name</i></u>	<u><i>Address</i></u>	<u><i>Phone Number</i></u>

Have you filed a grievance with any governmental agency?

- Yes (If yes, which agency?) _____
 No

Have you filed a grievance with your union?

- Yes No

Union Representative:

Have you filed with Equal Employment Opportunity Commission?

Yes No

EEOC Name: _____

Local Representative: _____

Have you retained an attorney regarding this case? Yes No

Attorney's Name: _____

Phone Number: _____

Address: _____

Are you a member of the NAACP? Yes No

If yes, which Branch? _____

I, affirm that I have read the above complaint and that it is true to the best of my knowledge, information, and belief.

I, hereby authorize the officers of the Pottstown NAACP Branch 2288 to have access to information and documents, which are relevant to my claim of discrimination described above.

Signature: _____

Date: _____

Notary: _____ Please affix seal.

Mail Completed Form To:

Pottstown NAACP
Branch 2288
P.O. Box 1472
Pottstown, PA 19464

Email: pottstownnaacp.2288@gmail.com