



National Association for the Advancement of Colored People
NAACP Washington Area Branch
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COMPLAINT PROCESS FLOW AND FAQ's

PLEASE NOTE

1. The Washington PA (**WASHPA**) NAACP Branch 2291 can **NOT** accept verbal complaints over the telephone. **ALL** complaints **MUST** be submitted in writing on the approved **LEGAL REDRESS** form.
2. The WASHPA NAACP's Legal Redress program is managed by the Legal Redress Committee. The review and processing of complaints is conducted by a group of WASHPA NAACP volunteers called the **Legal Redress Team (LRT)**. Complaints are periodically reviewed throughout the month. Although the goal of the WASHPA NAACP's LRT is to address complaints in a timely manner, complainants should anticipate a slight delay before receiving a response to a submitted complaint.
3. The WASHPA NAACP does **NOT** have organic lawyers! If necessary, the LRT will refer you to legal counsel.

NINE-STEP COMPLAINT REVIEW PROCESS

If you believe that you have been the victim of a Civil or Human Rights wrongful action and want to file a complaint with the WASHPA NAACP to have the organization investigate your complaint, you **MUST** submit a formal Complaint Form.

Here are the sequential actions for submitting a complaint and the WASHPA NAACP processing steps:

1. Applicant/Complainant obtains and completely fills out a [WASHPA NAACP Civil Rights Complaint Form](#).
2. Applicant submits the completed Complaint Form to the WASHPA NAACP either in person, by email, or by mail.
3. The WASHPA NAACP dates and time stamps Complaint Form upon receipt.
4. The WASHPA NAACP's **Legal Redress Team (LRT)** reviews received Complaint Forms for completeness and to determine the dynamics of the complaint and potential course(s) of action for complaining applicant and ultimately, resolution of the issue.
5. The WASHPA NAACP LRT contacts the complainant to:
 - * Request additional or collaborating information, if needed.
 - * Schedule an appointment with the complainant, if there's sufficient evidence of a wrong doing or actionable offense,
 - * If LRT determines the complaint does NOT have merit for action, advise the complainant of this and the reason(s) why.
6. Interview the complainant and have complainant complete applicable waiver and authorization forms.
7. Determine the best course of action to obtain resolution of the complaint.
8. Pursue recommended course of action. When necessary, refer complainant to legal counsel resources.
9. Develop and maintain detailed documentation for each case.

CIVIL and HUMAN RIGHTS COMPLAINTS - FAQ's

What is the LRT's goal in helping me?

The WASHPA NAACP Branch 2291 has established several goals and objectives. These goals and objectives are as follows:

1. Review submitted Complaint form in a timely manner.
2. Thoroughly discuss legitimate complaints with complainants in a timely manner.
3. Attempt to resolve legitimate cases with all involved parties.
4. Refer complainants to legal representatives when necessary.

Where can I get a Complaint form?

Complaint forms:

1. Can be downloaded from this website. (click on the link in #1, in the nine-step process above)
2. Are available at the [WASHPA NAACP branch office](#) at 68 Highland Avenue in Washington, PA.
3. Can be emailed or mailed to you, upon request. See contact information above.

Why do I have to fill out a Complaint Form?

1. The Complaint form provides our LRT thorough information about a complaint, the associated circumstances and the parties involved. This helps our LRT assess the situation and determine what action(s), if any need to be taken.
2. The Complaint form also serves to provide the complainant with a type of "Statement of Understanding" regarding what the LRT can do as well as CAN NOT do.

What is the WASHPA NAACP process for submitting a Civil/Human Rights complaint?

Please read/review the nine-step process listed above.

Does the WASHPA NAACP have any Lawyers? What is the background of your LRT?

1. The WASHPA NAACP does **NOT** have lawyers nor does it provide "direct" legal representation.
2. The LRT is comprised of individuals with experience and/or training in areas such as Conflict Resolution, Human Resources, Labor Relations, People Skills and Problem-Solving Techniques.

Why can't I just call in and give a verbal complaint?

1. 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.
2. The Complaint Form has been structured to solicit the "who, what, where, why and how" details regarding a complaint. This helps the complainant compile and structure relevant and often key compliant information.
3. The Complaint Form provides formal documentation and a record for a submitted complaint. As such, it also serves to protect both the complainant and WASHPA NAACP LRT and mitigate confusion that often results from verbal ONLY scenarios.