



## **Greenville County Redevelopment Authority**

### **Procedure for Non-Employee Discrimination Complaints**

The Greenville County Redevelopment Authority (GCRA) does not discriminate on the basis of race, color, age, national origin, religion, disability, sex, and familial status in the administration of its programs, services, or activities, as required by applicable laws and regulations. GCRA is responsible for coordination of compliance efforts and receipt of inquiries concerning the non-discrimination requirements of Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; Title IX of the Education Amendments of 1972; Title II of the Americans with Disabilities Act of 1990; and Title VIII Civil Rights Acts of 1968, (Fair Housing Act), as amended and other applicable federal non-discrimination laws.

This document outlines complaint procedures relating to the GCRA's provision of programs and services. GCRA's Non-Discrimination Coordinator shall be responsible for the coordination and oversight of said procedures. The Non-Discrimination Coordinator will receive and review complaints, communicate with complainants, investigate complaints, or arrange for the investigation of complaints, issue letters and notices, and perform other actions necessary to fulfill GCRA's obligations under nondiscrimination statutes. Any person who believes he/she has been discriminated against with respect to a GCRA program, service or activity may file a complaint using the below procedures. An appropriate, prompt, and impartial investigation of allegations filed will be conducted, and a preponderance of the evidence standard will be applied during the analysis of the complaint. Any individual who files a complaint or testifies, assists, or participates in a non-discrimination investigation, proceeding, or hearing may not be intimidated or retaliated against by GCRA for the purpose of interfering with any right or privilege guaranteed by the Civil Rights Act of 1964 and 1968, Section 504, or other civil rights statutes.

GCRA's procedures for non-employee discrimination complaints and retaliation complaints are as follows:

1. Any person who believes that he/she has been subjected to discrimination may file a written complaint with the GCRA's Non-Discrimination Coordinator. Federal and State law requires complaints are to be filed within one-hundred eighty (180) calendar days of the last alleged incident.
  - a. Complainants also have the right to complain directly to the appropriate federal agency; however, the complainant must do so within one-hundred eighty (180) calendar days of the last alleged incident.

2. The complainant may submit a complaint online at <https://gcra-sc.org/complaint-form/>. Complainants can also download the complaint form from our website ([https://gcra-sc.org/wp-content/uploads/2023/12/Non-Employee\\_Discrimination\\_Complaint\\_Form\\_fillable.pdf](https://gcra-sc.org/wp-content/uploads/2023/12/Non-Employee_Discrimination_Complaint_Form_fillable.pdf)) or request the complaint form from the Non-Discrimination Coordinator. In lieu of the complaint form, the complainant may submit to the Nondiscrimination Coordinator a written statement that contains all the information identified in the complaint. Discrimination against Fair Housing incidents can also be filed directly to HUD Office of Fair Housing and Equity Opportunity at [Report Housing Discrimination HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](https://www.hud.gov/eo).
3. The complaint must include the following information:
  - a. Name, address, and telephone number of the complainant.
  - b. The basis of the alleged discrimination (i.e., race, color, national origin, sex, age, or disability).
  - c. The date or dates on which the alleged discriminatory event, incident or events occurred.
  - d. Description of the alleged incident, including what led complainant to feel discrimination was a factor.
  - e. The address of the house or apartment you were trying to rent or buy (*for Fair Housing complaints*).
  - f. Names, addresses, and telephone numbers of people who may have knowledge of the event.
  - g. If a complaint has been filed with another agency or court, the agency or court where it was filed and contact name.
  - h. Complainant's signature and date.
4. The complaint must be delivered to the Non-Discrimination Coordinator:

John F. Castile  
301 University Ridge, Suite S-4300  
Greenville, SC 29601  
(864) 242-9801  
[discrimination@gcra-sc.org](mailto:discrimination@gcra-sc.org)
5. If the complainant is unable to submit a written complaint, the GCRA Non-Discrimination Coordinator should be contacted. GCRA will seek to identify those in need of interpreter services or provide them upon request.
  - a. GCRA will make reasonable accommodations in its policies and procedures which are necessary to allow a person with disabilities full access to the complaint filing and investigative process. Such accommodation may include, but not be limited to, using a relay service to communicate with a complainant who has a hearing impairment or assisting the complainant in preparing his or her written complaint.

6. Once a complaint is filed, an acknowledgement letter will be issued to the complainant within five (5) business days.
7. GCRA's contract Attorney will review the complaint and determine whether it has jurisdiction to investigate the issues presented. If the GCRA does have jurisdiction, the complainant will be issued an acceptance letter within five (5) business days) of said determination. If the GCRA does not have jurisdiction, the complainant will be issued a no jurisdiction letter within five (5) business days of said determination.
8. All discrimination complaints will be investigated and adjudicated by the Greenville County Human Relations Commission. (GCHRC) The GCHRC has up to one-hundred eighty (180) days to investigate the complaint. If more information is needed to resolve the case, GCHRC may contact the complainant. The complainant has thirty (30) days to send the requested information to the investigator assigned to the case.
9. If the GCHRC is not contacted by the complainant or does not receive the additional information within thirty (30) days, the GCHRC may administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue his/her case.
10. GCHRC will convene a hearing and review the complaint. Once completed, one of two letters will be issued to the complainant: a.) a closure letter, or b.) a letter of finding (LOF).
11. A closure letter summarizes the allegations, states that there was not a Title VI violation, and states that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, states what type of violation was found to have occurred, and explains whether any disciplinary action, additional training of staff involved, or other action(s) will occur.
12. If the complainant wishes to appeal against the decision, he/she has ten (10) days after the date of the closure letter or the LOF to do so. Appeals will be decided by GCRA's Executive Committee. These procedures do not limit or deny the complainant's right to file a formal complaint with an outside enforcement agency. In addition to the procedures above, any person who feels that he/she has been discriminated against with respect to a GCRA program or activity may contact the appropriate federal agency listed below:

U.S. Environmental Protection Agency External Civil Rights Compliance Office (2310A)  
1200 Pennsylvania Avenue, N.W. Washington, DC 20460

[How to File a Complaint of Discrimination \(epa.gov\)](https://www.epa.gov/civilrights/how-to-file-a-complaint-of-discrimination)

U.S. Department of Health and Human Services Centralized Case Management Operations  
200 Independence Avenue, S.W. Room 509F, HHH Building, Washington DC 20201

[Filing a Complaint | HHS.gov](https://www.hhs.gov/ohrt/filing-a-complaint)

U.S. Department of Housing and Urban development, Office of Fair Housing and Equal Opportunity, Room 5204, 451 Seventh St. SE, Washington DC 20410-2000.

[File a Fair Housing Discrimination Complaint/U.S. Department of Housing and Urban Development \(HUD\) | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](https://www.hud.gov/equalopportunity/fairhousing)