

## Non-Employee Discrimination Complaints Process

The Idaho Department of Water Resources (IDWR) complies with state and federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- Idaho Code § 67-5909, which prohibits discrimination on a basis of **race, color, religion, sex, or national origin**.
- Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on **race, color, or national origin** (including **language**).
- Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on **disability**.
- Title IX of the Education Amendments Act of 1972, which prohibits discrimination based on **sex** (including **pregnancy, sexual orientation, and gender identity**) in education programs or activities receiving federal financial assistance.
- Age Discrimination Act of 1975, which prohibits discrimination based on **age**.
- U.S. Department of Homeland Security regulation 6 CFR part 19, which prohibits discrimination based on **religion** in social service programs.

If you think IDWR has discriminated in the provision of its services based on race, color, national origin (including language), disability, sex, or age, contact IDWR's Human Resources Officer (HR contact information on the following page). If IDWR cannot resolve the matter informally, the following steps outline the grievance procedures:

1. Individuals may submit a complaint within 180 days of the alleged discrimination to IDWR's HR Officer. Complaints should include the complainant's name, the nature of the complaint, the dates of the alleged discrimination, requested action, and contact information.
2. IDWR will acknowledge receipt of the complaint within 10 business days. The HR Officer will review the complaint and may ask for additional information from the complainant as needed. If the HR Officer requests additional information and the information is not received within 30 business days, IDWR may close the case. IDWR may also close the case if complainant no longer wishes to pursue their case.
3. The HR Officer will retain records of all complaints and investigations filed under this procedure for a period of three (3) years.
4. IDWR will notify the complainant if their complaint is outside the jurisdiction of IDWR and, if known, will direct the complainant to the appropriate agency with jurisdiction.

**To File a Complaint, Contact:** IDWR or the U.S. DHS Office for Civil Rights and Civil Liberties:

IDWR Human Resources

Email: [HRinfo@idwr.idaho.gov](mailto:HRinfo@idwr.idaho.gov)  
Phone: (208) 287-4800  
Fax: (208) 287-6700

Idaho Department of Water Resources  
Attn: HR Officer  
P.O. Box 83720  
Boise, ID 83702-0098

U.S. Department of Homeland Security Office (DHS)  
for Civil Rights and Civil Liberties (CRCL)

E-mail: [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov)  
Phone: (202) 401-1474  
Toll-free: 1 (866) 644-8360  
Fax: (202) 401-4708

U.S. DHS CRCL  
Compliance Branch, Mail Stop #0190  
2707 Martin Luther King, Jr. Ave., SE  
Washington, D.C. 20528-0190

If your complaint is within the jurisdiction of IDWR, or informal resolution was not possible, IDWR will promptly investigate the complaint. IDWR's goal is to address complaints within 30 days of receipt, though the time to carefully investigate complaints may take longer depending on the nature of the complaint and complexity of the issue.

**Preliminary Inquiry.** IDWR will conduct a preliminary inquiry to determine the need for further investigation.

1. IDWR will notify the complainant when a preliminary inquiry is underway to determine the need for further investigation.
2. If IDWR's preliminary inquiry indicates an investigation is warranted, IDWR will notify the complainant and the investigation will be initiated.
3. If IDWR's preliminary inquiry indicates an investigation is not warranted, IDWR will notify the complainant of the reasons why and the factors considered.

**Complaint Investigation.**

1. IDWR's HR Officer will promptly process complaints warranting further investigation. The HR Officer will send the results of the investigation to the IDWR Director and Deputy Director for review.
2. IDWR will notify the complainant of the results of the investigation, what actions will be or have been taken in response, and a timeline to request review.
3. If the complainant does not agree with IDWR's findings, the complainant has thirty (30) days to supply additional information to the HR Officer to facilitate further review of the complaint. IDWR will notify the complainant of their right to appeal IDWR's decision and identify the proper agency for appeals.

IDWR posts notice of its Discrimination Complaints Process in IDWR Offices and on IDWR's website at: <https://idwr.idaho.gov/non-discrimination/>