
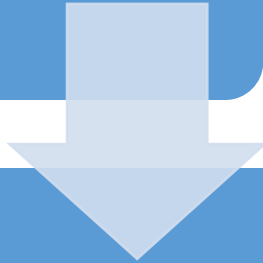


Complaint Process

LISTENING: all concerns are heard, in a safe, neutral environment. If the problem is better suited for another organization, a referral may be made.



MEDIATION: an attempt is made to bring complainant and respondent together, to try to resolve the issue in a way that satisfies both parties. The emphasis is on mutual understanding.



FILING COMPLAINT: if mediation is unsuccessful, a Commissioner will assist in filing a state or federal complaint through existing channels (EEOC, HUD, SD DOLR, etc.). The Commissioner will be available for support throughout the process.