



Nondiscrimination Complaint Procedures

As a subrecipient of federal funding, **Green Interchange** is required to comply with federal nondiscrimination laws.¹ Any person or group alleging discrimination by **Green Interchange** in access to services, programs, or activities; retaliation; or intimidation on the basis of race, color, national origin, disability, age, or sex may file a complaint with **Green Interchange**.

Green Interchange encourages reporting of all allegations of discrimination, retaliation, or intimidation and will promptly and thoroughly investigate such reports. **Green Interchange** is committed to the prompt and fair resolution of complaints which allege violations of federal nondiscrimination law, including claims of intimidation or retaliation, pursuant to the complaint procedures discussed below. Complaints can be filed by the individual alleging discrimination, retaliation, or intimidation or on behalf of another person or group.

How to File a Complaint of Discrimination, Retaliation, or Intimidation:

Complaints of discrimination, retaliation, or intimidation must be submitted in writing within 180 calendar days of the alleged offending act. Complaints should be submitted to the **Green Interchange's** nondiscrimination coordinator identified in this document.

Complaints should include the following information:

- The name, address, and telephone number of the complaining party. If you are filing on behalf of another person, include your name, address, telephone number and your relation to that person (for example: friend, attorney, parent, etc.).
- Name of the agency, department, and/or employee(s) your complaint concerns.
- Description of the alleged discrimination, retaliation, or intimidation, including the location and date when the offending act(s) occurred. Please include as much background information as possible about the alleged offending acts, including the basis (race, color, national origin, disability, age, or sex).

¹ Federal Nondiscrimination Laws: Collectively, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 13 of the Federal Water Pollution Control Act of 1972, Title IX of the Education Amendments of 1972; and EPA's implementing nondiscrimination regulations at 40 C.F.R. Parts 5 and 7.

- The names and contact information of any witnesses, if known, that the investigating agency may contact for additional information to support or clarify your complaint.
- The signature of the complainant or the person filing on their behalf.

Where to Send a Complaint:

All complaints should be submitted by mail or e-mail in writing and signed to:

John McFadden
Green Interchange Nondiscrimination Coordinator
One Vantage Way, Suite E-250
Nashville, TN 37228

Email: john@greeninterchange.org

Phone: (615) 330-5364

A complaint can also be filed with the Tennessee Human Resources Commission (THRC); the federal agency providing the funding for the program/activity alleged to have committed discrimination, retaliation, or intimidation; the state agency providing the funding or service for the program/activity alleged to have committed discrimination, retaliation, or intimidation; or the agency that performed the alleged discrimination, retaliation, or intimidation.

Processing a Complaint:

The nondiscrimination coordinator will review the complaint and may seek additional information from the complainant as needed. If the nondiscrimination coordinator requests additional information for the investigation and does not receive it within **thirty (30)** days of the request, **Green Interchange** may close the investigation. The complainant may also close the investigation at any time by submitting a written request.

Green Interchange is committed to the prompt and fair resolution of complaints which allege violation of federal or state nondiscrimination laws and will investigate based on the information provided by the complainant and involved persons. The investigator may attempt to resolve the complaint informally through a mutually agreeable solution. Any informal resolutions must be described in writing and signed by the complainant. If the investigator finds that discrimination violating federal nondiscrimination laws has occurred and an informal resolution is not reached, **Green Interchange** will recommend a course of action to organizational leadership.

The preponderance of the evidence standard will be applied during the analysis of the complaint, meaning that if the investigator believes there is more than a 50 percent chance that a claim is true, they will decide in favor of the claimant.

When the investigation is over, the investigator will provide a written summary of the process and findings in a memorandum and notify all parties of the final decision and subsequent action steps in

writing. If the complainant is not satisfied with the results of the investigation, the complainant may appeal to the appropriate federal agency.

Green Interchange explicitly prohibits retaliation or intimidation against any individual because that individual has filed a complaint or has testified, assisted, or participated in any way in an investigation, proceeding, or hearing of any kind or has opposed any practice made unlawful under state or federal statutes or regulations. Any concern regarding retaliation or intimidation resulting from the filing of a complaint or participation in an investigation should be reported to the nondiscrimination coordinator.