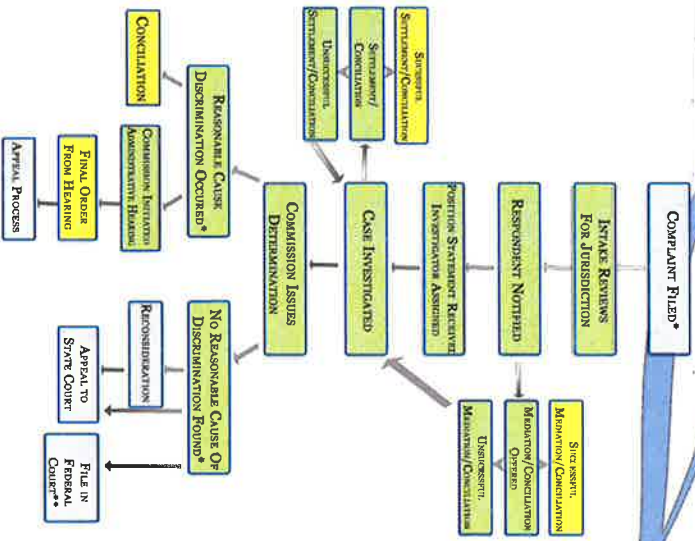


FILING A COMPLAINT OF DISCRIMINATION

An individual who feels he or she has been illegally discriminated against in **employment, housing, public accommodations or in services delivered by a state agency**, should file a complaint with the Commission. Complaint forms are available at no cost by calling or visiting a Commission office. Forms are also available at www.tn.gov/humanrights online.



COMPLAINT PROCESS

- The Commission reviews complaints for jurisdiction.
- Respondents are notified when a complaint is jurisdictional.
- Mediation is offered free-of-charge to all parties to reach a mutually acceptable resolution. If an agreement is obtained, the case is closed. If no agreement is obtained, the complaint is assigned for investigation. Discussions during mediation remain confidential.
- After a thorough investigation, if the Commission finds no reasonable cause that discrimination has occurred, the case is closed.
- Complainants receive a final letter outlining up to three options for appeal should she or he wish to pursue the matter further.
- If the Commission finds reasonable cause discrimination has occurred, conciliation attempts are made to end the discriminatory practice.
- If conciliation fails, the Commission will present the case before an administrative law judge who issues a final order.

CONTACT INFORMATION

WILLIAM R. SNODGRASS TENNESSEE TOWER
312 Rosa L. Parks Avenue, 23rd Floor
Nashville, TN 37243-1102

Phone: (615) 741-5825
Fax: (615) 253-1886

www.tn.gov/humanrights 1-800-251-3589

TENNESSEE HUMAN RIGHTS COMMISSION

Created in 1963, the Tennessee Human Rights Commission has worked to eradicate discrimination for over fifty years. The Commission, an independent state agency, enforces the Tennessee Human Rights Act and the Tennessee Disability Act. The Commission is also responsible for coordinating the State of Tennessee's compliance with Title VI of the Civil Rights Act of 1964.

The Commission has cooperative agreements with the U.S. Department of Housing and Urban Development and the Equal Employment Opportunity Commission. These agreements allow the Commission and federal agencies to coordinate investigations and avoid duplication of efforts.

The Commission safeguards individuals from discrimination through enforcement and education. This is accomplished through a staff of investigators, attorneys and other professional support personnel.

TITLE VI NOTICE

Title VI of the Civil Rights Act of 1964 (42 United States Code § 2000d) and Tennessee Code Annotated § 4-21-904 provide that any entity receiving Federal financial assistance may not discriminate against their program beneficiaries or participants based on their color, national origin or race. The Tennessee Human Rights Commission does not discriminate against any person based on age, color, creed, disability, familial status, national origin, race, religion, sex or on any other basis legally prohibited by or protected by Federal or State law. Parties who wish to file a complaint against the Tennessee Human Rights Commission for violation of Title VI of the Civil Rights Act of 1964 under 42 U.S.C. § 2000d or under T.C.A. § 4-21-904 should direct such complaints to either the Tennessee Human Rights Commission, the United States Department of Housing and Urban Development Office of Fair Housing and Equal Opportunity, or the United States Equal Employment Opportunity Commission.



SAFEGUARDING INDIVIDUALS FROM
DISCRIMINATION THROUGH
ENFORCEMENT AND EDUCATION

TENNESSEE HUMAN RIGHTS COMMISSION
WILLIAM R. SNODGRASS TENNESSEE TOWER
312 ROSA L. PARKS AVE., 23RD FLOOR
NASHVILLE, TN 37243

1-800-251-3589
www.tn.gov/humanrights



EMPLOYMENT

It is illegal for employers to discriminate in employment actions based on **AGE (40+)** **COLOR** **CREED** **DISABILITY** **NATIONAL ORIGIN** **RACE** **RELIGION** **SEX**

The Tennessee Human Rights Act & Tennessee Disability Act prohibit discrimination related to employment actions that include

ADVERTISING **BENEFITS** **DISCIPLINE** **COMPENSATION**
DISCHARGE **HARASSMENT** **HIRING** **LAYOFF**
LEAVE **PROMOTION** **SUSPENSION** **TRAINING**

The law applies to any Tennessee employer, prospective employer, employment agencies or labor organizations with **eight or more employees**. Only **one employee** is required in complaints alleging **disability or retaliation**.

HOUSING

It is illegal for housing providers to discriminate in housing actions based on

COLOR **CREED** **DISABILITY** **RACE** **RELIGION** **SEX**
NATIONAL ORIGIN **FAMILY STATUS**

The Tennessee Human Rights Act prohibits discrimination related to housing, residential or commercial, including

ADVERTISING **FINANCING** **NEGOTIATING**
RENTAL **REAL ESTATE TRANSACTIONS** **SALE**

The law applies to

ASSOCIATIONS **BUILDERS** **BROKERS** **DEVELOPERS**
INSURANCE AGENTS **FINANCIAL INSTITUTIONS**
LANDLORDS **MANAGERS** **OPERATORS** **OWNERS**

This brochure provides an overview of the Tennessee Human Rights Act and the Tennessee Disability Act. Exceptions and other details may apply. Contact the Commission with any questions or for more information.

PUBLIC ACCOMMODATIONS

It is illegal for a place of public accommodations to refuse or deny the full and equal enjoyment of goods, facilities and accommodations based on **AGE (40+)** **COLOR** **CREED** **NATIONAL ORIGIN** **RACE** **RELIGION** **SEX**

The law applies to any business, accommodation, refreshment, entertainment, recreation or transportation facility, licensed or not, whose goods, services, facilities and privileges are extended, offered, sold or otherwise made **available to the public**.

This law includes prohibitions on publishing, circulating or displaying any material that communicates that any person is unwelcome on the basis of unlawful discrimination.



TITLE VI COMPLIANCE

The THRC is responsible for ensuring all state departments, agencies and qualifying sub-recipients receiving Federal financial assistance are in compliance with the federal law, Title VI of the Civil Rights Act of 1964.

Title VI prohibits discrimination in providing a service or program on the basis of

COLOR **NATIONAL ORIGIN** **RACE**

Title VI prohibits:

DENIAL OF SERVICES, AID OR BENEFITS

PROVIDING DIFFERENT SERVICES, AID OR BENEFITS

SEPARATING INDIVIDUALS IN ANY MANNER RELATED TO RECEIVING PROGRAM SERVICES OR BENEFITS

RETALIATION

It is illegal to retaliate against an individual because he or she filed a charge of discrimination, because they complained to his or her employer, housing provider or other covered entity about discrimination, or because they participated in an discrimination proceeding such as an investigation or lawsuit. Retaliation protections exist regardless of the outcome of any discrimination proceeding.

MEDIATION

Mediation is strongly encouraged by the Commission after a complaint has been filed and throughout the entire complaint process. Mediation is an informal negotiation process for settling disputes. The goal is to assist both parties in reaching a mutually acceptable resolution of the issue. It is a free, voluntary, service offered by the Commission. Regardless of the outcome, discussions during mediation remain confidential.

FREQUENTLY ASKED QUESTIONS

Is there a time limit to file a complaint? Yes. An individual has 180 days from the date of discriminatory act to file a complaint with the Commission. If more than 180 days but less than a year has passed you may have more options. Contact the Commission to learn more.

Is this a lawsuit in court? No. The filing of a complaint with the Commission is an administrative process.

Do I need an attorney? No, you are not required to have an attorney but you are allowed to at anytime. If an attorney is obtained, complainants are encouraged to inform his or her investigator.

Does the Commission represent me? No. The Commission is a neutral, fact-finding agency charged to investigate each complaint of discrimination to determine if a violation of the law has occurred.

EDUCATION & OUTREACH

THRC is committed to educating the public, employers, housing providers and places of public accommodation about their rights and responsibilities under our law. To request a speaker to discuss the Tennessee Human Rights Act and Tennessee Disability Act, the Commission and complaint process or issues related to discrimination, please call the Nashville office.

To learn about upcoming educational seminars from the Commission, visit www.tn.gov/humanrights/events.html

To stay connected to the Commission, follow us on Facebook. Learn more through educational videos on the Commission YouTube channel.

