

## **MSP/EMHSD Civil Rights Complaints Process**

The Michigan State Police Emergency Management and Homeland Security Division (MSP/EMHSD) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program, activity, or service that it provides. All U.S. residents have a right to file a complaint of discrimination on the basis of race, color, national origin (including language), disability, age, sex, or religion. The MSP/EMHSD will not tolerate intimidation, threats, coercion, or discrimination against any individual or group. This document establishes a framework for taking reasonable steps to ensure access to all services provided by MSP/EMHSD for all Michigan residents and visitors and establishes procedures whereby the MSP/EMHSD will receive and investigate allegations of discrimination.

Title VI of the Civil Rights Act of 1964 is the overarching civil rights law that prohibits discrimination based on race, color, or national origin, in any program, service, or activity that receives federal assistance. Specifically, Title VI assures that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefit of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.” Nondiscrimination prohibitions have been further broadened and supplemented by related statutes, regulations, and executive orders.

- Title IX of the Education Amendments of 1972 (Title IX), which prohibits discrimination on the basis of sex in any education or training program receiving federal financial assistance, with a limited number of defined exceptions.
- Section 504 of the Rehabilitation Act of 1973 (Section 504), which forbids discrimination on the basis of an individual's disability by all federal agencies and in all federally funded activities.
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination in federally supported activities on the basis of age.

The MSP/EMHSD is actively engaged in Title VI activities as a recipient of federal assistance from the Department of Homeland Security .

### **Filing a Complaint with the Department**

Anyone who believes they have suffered from discrimination under an MSP/EMHSD program may contact the Captain of the MSP/EMHSD to seek informal resolution. Verbal complaints may be made by calling 517-284-3745 and written complaints may be submitted on our [Contact Us](#) or via U.S. mail at: Michigan State Police, Emergency Management and Homeland Security Division, P.O. Box 30634, Lansing, Michigan 48909.

If the matter cannot be resolved informally, members of the public may file a complaint with the Professional Standards Section (PSS) or with any other department member by visiting, writing, or calling an MSP post. Persons wishing to file a complaint should follow the steps below:

- Complaints must be submitted within 180 days of the alleged discrimination.
- Complaints of discrimination must include the basis of the complaint, to include race, color, national origin (including language), disability, age, sex, or religion (as applicable).

- Complaints against department members should be made by completing the [Public Complaint Against Employee Form](#).
- Complaints reported to the PSS may be submitted using one of the following methods:
  - By Mail:  
Michigan State Police  
Professional Standards Section  
P.O. Box 30634  
Lansing, Michigan 48909-0634
  - By Fax: 517-284-3241
  - By Email: [MSPIA@michigan.gov](mailto:MSPIA@michigan.gov)

An individual making a complaint will generally be contacted by a member of the PSS within three (3) business days. If you have questions about a complaint, or if you have not been contacted within three (3) business days, call the PSS at 517-284-3278.

Complaints that the department or a member of the department violated an individual's civil rights shall be accepted by the member that the complaint is made to, and that member shall ensure the complaint is immediately reported to the Professional Standards Section via BlueTeam, the department's incident reporting. Blue Team is an online reporting system used to initiate investigations of complaints against the department or a member of the department and to track the status.

The PSS shall review and investigate the civil rights complaint. The PSS shall conduct a preliminary inquiry to determine if further investigation is needed. The PSS may solicit additional information from the complainant as needed. Once complete, the civil rights complaint investigation shall be forwarded to the Equity and Inclusion Officer (EIO) for review. The complainant will be notified in writing of the results of the investigation and what actions will be/have been taken in response and a timeline to request review.

The public may also make complaints specific to discrimination under Title II of the Americans with Disabilities Act (ADA) through MSP's designated ADA Coordinator.

- Complete the [ADA Complaint Form](#) and mail or hand deliver it to the department [ADA Coordinator](#).
- Within ten (10) business days of receipt of the complete complaint, the department ADA Coordinator will meet with the complainant either in person or by telephone. Within five (5) business days of the meeting, a copy of the complaint, and a brief report of the outcome of the meeting will be forwarded to the State ADA Coordinator for awareness that a complaint has been filed.
- If a satisfactory resolution is reached, a written agreement will be jointly developed and signed by the complainant, the department ADA Coordinator, and the director of the department. The agreement of resolution will be issued to the complainant within ten (10) business days.
- If the department is unable to resolve the complaint, the complainant will be notified within ten (10) business days.

- If a satisfactory resolution is not reached through the department, the complainant may request a review of the complaint by the Michigan Department of Civil Rights. The request must be made within ten (10) business days after receipt by the complainant of the notification of non-resolution. The appeal must include a copy of the original complaint, documentation of non-resolution, and be submitted to [MDCRServiceCenter@michigan.gov](mailto:MDCRServiceCenter@michigan.gov).

Additional information may be found on the MSP website at: [MSP - Complaint Process for Title II of the American Disabilities Act](#).

Retaliation against department members or members of the public for filing a complaint is strictly prohibited. Division members shall not retaliate against any person who initiates or provides information or testimony related to an investigation, prosecution, internal affairs complaint, litigation, or hearing related to the division or members, regardless of whether the person's participation in the complaint is as a victim, witness, investigator, decision-maker, or reviewer.

The MSP/EMHSD will ensure access to the complaint process for individuals with disabilities or limited English proficiency by providing materials in an alternate format, translation services, or direct assistance. Individuals who need auxiliary aids or language assistance may contact the division via telephone at 517-284-3745 or by completing the online form on our website: [MSP - Contact Us](#). The state of Michigan also offers assistance through [Michigan Relay Service](#) which provides TTY, Voice Carry Over (VOC), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish, and CapTel. Michigan Rely can be reached by dialing 7-1-1.

### **Filing a Complaint with the Michigan Department of Civil Rights or the Federal Department of Homeland Security**

Complaints may be filed with the Michigan Department of Civil Rights either online, in person, or by telephone. For additional information, visit their website at: [MDCR - File a Complaint of Discrimination](#).

Complaints may also be filed with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL):

E-mail: [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov) (fastest method to submit your complaint)

Fax: 202-401-4708

U.S. Mail:

U.S. Department of Homeland Security

Office for Civil Rights and Civil Liberties

Compliance Branch

245 Murray Lane, SW

Building 410, Mail Stop #0190

Washington, D.C. 20528

For additional information: [www.dhs.gov/crcl](http://www.dhs.gov/crcl) Phone: 202-401-1474 Toll-Free: 866-644-8360

---

## **Complaints Initiated or Investigated by Other State or Federal Entities**

The MSP fully cooperates with any investigation of a potential civil rights violation by the department or a member of the department that is being carried out by another state or federal agency.

Civil rights complaints initiated by the Michigan Civil Rights Commission (MCRC), the Michigan Department of Civil Rights (MDCR), or the federal government:

- The MCRC, MDCR, and the federal government accept complaints of civil rights violations. These entities may investigate or defer the investigation to the department.
- Once a civil rights complaint from the MCRC, MDCR, or the federal government is reported to the department, an internal investigation shall be conducted by the PSS and coordinated through the EIO.

Civil rights investigations conducted by the MCRC, MDCR, or the federal government:

- Members may be interviewed by state or federal investigators.
- Interviews shall be held during member's regular workday in an on-duty status.
- The interviews shall be conducted in the presence of the EIO.
- A record of the meeting shall be placed in an incident file maintained by the EIO.
- At the discretion of the Human Resources Division commander and in compliance with the appropriate collective bargaining or labor agreement, the member's representative may attend the interview.
- If the MDCR requests a conciliation conference, the EIO shall attend. The involved member(s) may also be required to attend.

## **Subrecipient Procedures**

Federal grant subrecipients of MSP/EMHSD are required to offer their programs and services in a manner consistent with Title VI of the Civil Rights Act of 1964 and all related statutes, regulations, and executive orders. Compliance with all applicable civil rights laws is outlined as a requirement in subrecipient grant agreements and included in supplemental guidance documents. Consistent with guidance from the Department of Homeland Security Office of Civil Rights and Civil Liberties, subrecipients are required to have procedures in place for when clients, customers, program participants, or consumers of a subrecipient file a complaint directly with the subrecipient. Compliance with this requirement will be monitored by MSP/EMHSD during desk reviews and audits, in accordance with MSP/EMHSD's Subrecipient Monitoring Policy and annual audit schedule.