



Runyan Acres Fire Department

1809 Batesville Pike, Sherwood, AR 72120

(501) 835-8183

RunyanAcresFD@gmail.com

September 1, 2023

Supplemental Policy

SUBJECT: Discrimination Complaint Process

Purpose: This policy is intended to communicate to all personnel the process for addressing and resolving discrimination complaints to ensure compliance with all Federal civil rights laws and demonstrate the department's commitment to providing its programs and services without discrimination in accordance with:

1. Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin (including language).
2. Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability.
3. Title IX of the Education Amendments Act of 1972, which prohibits discrimination based on sex in education programs or activities.
4. Age Discrimination Act of 1975, which prohibits discrimination based on age.
5. U.S. Department of Homeland Security regulation 6 C.F.R. Part 19, which prohibits discrimination based on religion in social service programs.

Policy:

Complaints may be received in various formats to accommodate persons with disabilities or Limited English Proficiency. Information on how to report complaints will be posted on the department's website (if one is maintained) and also in a public area of the station. Complaints may be received in any of the following manners and in any language for translation:

- In writing via US mail or email
- In person (Either in writing or verbally)
- Via telephone or voicemail

The Runyan Acres Volunteer Fire Department and its personnel are required to report all complaints of discrimination on the basis of race, color, national origin, disability, sex, age, and/or religion to the Fire Chief as soon as practical and no later than 24 hours from receipt of the complaint.

The Fire Chief will further report all complaints to the Board of Commissioners within 24 hours of receipt and initiate an investigation. Should the Fire Chief be the individually identified in the complaint, it shall be the responsibility of the Board of Commissioners to conduct an investigation. Any personnel involved in the investigation and/or resolution should seek



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guidance from other resources if necessary such as U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL) or Pulaski County officials.

Upon completion of the investigation, a report of findings will be documented as to whether the complaint was sustained or unfounded. Documentation should be in writing and filed in department records for a minimum of 5 years. Should the complaint be sustained, appropriate corrective action should be taken in accordance with department policies and procedures. Whether sustained or unfounded, findings and resolution should be communicated to the Board of Commissioners and the person(s) who filed the complaint.

It is against the law for the Runyan Acres Volunteer Fire Department or its personnel to retaliate against anyone who takes action to oppose discrimination, files a grievance, or participates in the investigation of a grievance in accordance with the above authorities.

Reference RAVFD Supplemental Policy on Nondiscrimination for further information.

William Dalton Shannon
Fire Chief