



NATIONAL ASSOCIATION FOR THE ADVANCEMENT OF COLORED PEOPLE KANKAKEE COUNTY, ILLINOIS BRANCH

KANKAKEE COUNTY NAACP LEGAL REDRESS/CRIMINAL JUSTICE COMMITTEE COMPLAINT PROCESS

All complaints must be committed to writing and filed by the complainant as a prerequisite for the Legal Redress Committee to make a determination on merit and subsequently initiate an investigation. If a person contacts our office by telephone he/she is mailed a complaint form for completion and return. Alternatively, complaints are processed onsite during office hours.

1. The Kankakee County NAACP can **NOT** accept verbal complaints over the telephone. **ALL** complaints **MUST** be submitted in writing on the approved Legal Redress Form.
2. The NAACP's Legal Redress Program is managed by the Legal Redress Committee. The review and processing of complaints is conducted by a group of branch volunteers called the **Legal Redress Committee**. Complaints are periodically reviewed throughout the month. Although the goal of the Legal Redress Committee is to address complaints in a timely manner, complainants should anticipate a slight delay before receiving a response to a submitted complaint.
3. The Kankakee NAACP Legal Redress Committee can refer you to legal council and the branch free legal clinic.

9-STEP COMPLAINT REVIEW PROCESS

If you believe that you have been the victim of a Civil or Human Rights wrongful action and want to file a complaint with the KANKAKEE COUNTY NAACP to have the organization investigate your complaint, you **MUST** submit a formal Complaint Form.

Here are the sequential actions for submitting a complaint and the NAACP processing steps:

1. Applicant/Complainant obtains and completely fills out a NAACP COMPLAINT FORM.
2. Applicant submits the completed Complaint Form to the NAACP.
3. The NAACP dates and time stamps Complaint Form upon receipt.
4. The NAACP's Legal Redress Committee (LRC) reviews received Complaint Forms for completeness and to determine the dynamics of the complaint and potential course(s) of action for complaining applicant and ultimately, resolution of the issue.
5. The Kankakee NAACP LRC contacts the complainant to:
 - * Request additional or collaborating information, if needed.
 - * Schedule an appointment with the complainant, if there's sufficient evidence of a wrong doing or actionable offense,
 - * If LRC determines the complaint does NOT have merit for action, advise the complainant of this and the reason(s) why.
6. Interview the complainant and have complainant complete applicable waiver and authorization forms.
7. Determine the best course of action to obtain resolution of the complaint.
8. Pursue recommended course of action. When necessary, refer complainant to legal council resources.
9. Develop and maintain detailed documentation for each case.

Q & A

Where can I get a Complaint form?

Complaint forms:

1. Can be downloaded from our website www.kankakeecountybranchnaacp.org
2. Are available at the Kankakee County NAACP Office at 657 East Court Street, Suite 205.
3. Can be emailed, faxed or mailed, upon request. Call the office at (815) 932-0858 to request.

Why do I have to fill out a Complaint Form?

1. The Complaint form provides our LRC thorough information about a complaint, the associated circumstances and the parties involved. This helps our LRC assess the situation and determine what action(s), if any need to be taken.
2. The Complaint form also serves to provide the complainant with a type of "Statement of Understanding" regarding what the Legal Redress Committee can do as well as CAN NOT do.

What is the Kankakee NAACP process for submitting a Civil/Human Rights complaint?

Please read/review the 9-step process listed above.

Does the NAACP have any Lawyers? What is the background of your LRC?

1. The Kankakee NAACP does **NOT** have lawyers nor does it provide "direct" legal representation. However, we have a free legal clinic with attorneys that provide legal advice.
2. The LRC is comprised of individuals with experience and/or training in areas such as Conflict Resolution, Human Resources, Labor Relations, People Skills and Problem Solving Techniques.

Why can't I just call in and give a verbal complaint?

1. Federal and State Privacy and Confidentiality laws require that provisions be in place to protect individual's information as well as restrict who has access to it.
2. The Complaint Form has been structured to solicit the "who, what, where, why and how" details regarding a complaint. This helps the complainant compile and structure relevant and often key complaint information.
3. The Complaint Form provides formal documentation and a record for a submitted complaint. As such, it also serves to protect both the complainant and NAACP LRC and mitigate confusion that often results from verbal ONLY scenarios.