



# ISER Caribe Policy and Procedures for the Resolution of Complaints Alleging Violations of 40 C.F.R. Parts 5 and 7

## Purpose

ISER Caribe is committed to compliance with all applicable federal regulations that ensure non-discrimination and equal opportunity, specifically 40 C.F.R. Parts 5 and 7. This policy outlines procedures for the prompt, equitable, and confidential resolution of complaints alleging violations of these regulations in programs and activities conducted or funded by ISER Caribe.

## Scope

This policy applies to all programs, activities, employees, contractors, volunteers, and beneficiaries of ISER Caribe.

## Definitions

- **Complaint:** A formal allegation of discrimination based on race, color, national origin, sex, disability, or age, as outlined in 40 C.F.R. Parts 5 and 7.
- **Complainant:** The individual or group who submits a complaint alleging discrimination.
- **Respondent:** The individual or group against whom a complaint has been filed.

## Policy

ISER Caribe shall not discriminate against any individual on the basis of race, color, national origin, sex, disability, or age in its programs, activities, and services. ISER Caribe will promptly and fairly address complaints that allege any violation of 40 C.F.R. Parts 5 and 7.

## Complaint Submission Process

1. Filing a Complaint:



- a. Complaints must be filed within 180 days of the alleged discriminatory act unless exceptional circumstances prevent timely filing.
  - b. Complaints may be submitted in writing, by email, or via ISER Caribe's website.
  - c. Complainants should include:
    - i. Name, address, and contact information
    - ii. Description of the alleged violation, including relevant dates
    - iii. The specific part(s) of 40 C.F.R. Parts 5 and 7 alleged to have been violated
    - iv. Any supporting documentation or evidence
2. Complaint Receipt and Acknowledgment:
- a. Upon receiving a complaint, ISER Caribe will acknowledge receipt within five business days.
  - b. The complainant will be informed of the general timeline and the next steps in the investigation process.

## Complaint Resolution Procedures

1. Preliminary Review:
  - a. ISER Caribe's designated Compliance Officer will conduct a preliminary review of the complaint to ensure it falls within the scope of 40 C.F.R. Parts 5 and 7.
  - b. If the complaint is outside the scope, the complainant will be notified in writing, and the complaint will be dismissed.
2. Investigation:
  - a. If the complaint is accepted, an investigation will be initiated within ten business days of acknowledgment.
  - b. The Compliance Officer may interview the complainant, respondent, and witnesses and review relevant documents.
  - c. The investigation will be conducted impartially and confidentially to the extent possible.
3. Determination and Resolution:
  - a. Within 60 days of the complaint receipt, ISER Caribe will make a written determination based on the findings.



- b. If a violation is determined, corrective actions will be identified and implemented promptly.
  - c. Both parties will be informed of the findings and the actions taken (if any).
4. Appeals Process:
  - a. If the complainant is dissatisfied with the resolution, they may appeal the decision in writing within 15 days of receiving the determination.
  - b. Appeals will be reviewed by an impartial senior officer who was not involved in the initial investigation.
  - c. The decision on the appeal will be provided within 30 days and will be final.

## Record-Keeping and Confidentiality

- All records related to the complaint, investigation, and resolution process will be maintained in a secure and confidential manner.
- ISER Caribe will retain these records for at least three years following the conclusion of the complaint resolution.

## Retaliation Prohibition

ISER Caribe strictly prohibits any form of retaliation against any individual for filing a complaint or participating in an investigation under this policy. Any act of retaliation will be subject to disciplinary action.

## Training and Awareness

ISER Caribe will provide annual training to staff and volunteers regarding this policy and the requirements of 40 C.F.R. Parts 5 and 7.



## Contact Information

For questions about this policy or to file a complaint, please contact:

ISER Caribe Compliance Officer  
Luis Bonilla, Human Resources Specialist  
Calle Muñoz Rivera #38  
Cabo Rojo, PR 00623  
[recs.humanos@isecaribe.org](mailto:recs.humanos@isecaribe.org)

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## Policy Approval and Review

Approved by: Executive Committee, Stacey M. Williams, Chair of the Committee.