



London N. Breed
Mayor

San Francisco Fire Department
698 Second Street, San Francisco, CA 94107
Phone: (415) 558-3401 Fax: (415) 734-2102



Jeannine Nicholson
Chief of Department

POLICY AND NOTICE OF NONDISCRIMINATION

The San Francisco Fire Department complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

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

It is against the law for the San Francisco Fire Department to retaliate against anyone who takes action to oppose discrimination, including filing a discrimination complaint or participating in the investigation of a discrimination complaint.

If you think that the San Francisco Fire Department has failed to provide required services or discriminated in another way based on race, color, national origin (including language), disability, sex, age, or religion, you can file a complaint with the department. You may also file a complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). Federal law may require that complaints be filed within one-hundred eighty (180) calendar days of the alleged incident.

The department will review the complaint and may solicit additional information from the complainant. The complaint may be closed if additional information is requested from the complainant and not received or if the complainant no longer wishes to pursue their case.

The time frame for conducting an investigation of the allegation will begin on the day the department receives notice of the complaint and will conclude within 60 days when practicable. When appropriate, a complaint may be forwarded to another City department for review and investigation.

An outcome letter will be forwarded after the investigation is completed. Parties will have 14 calendar days from the date of the outcome letter to appeal.



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To File a Complaint

You can file a complaint with the San Francisco Fire Department by mail, email, or fax as follows:

U.S. Mail:

San Francisco Fire Department
ATTN: Human Resources Office
698 Second Street
San Francisco, CA 94107

Email: Jesusa.Bushong@sfgov.org
(fastest method to submit your complaint)

Fax: 415-734-2102

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL) as follows:

U.S. Mail:

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
Compliance Branch, Mail Stop #0190
2707 Martin Luther King, Jr. Ave., SE
Washington, D.C. 20528

Email: CRCLCompliance@hq.dhs.gov
(fastest method to submit your complaint)

Fax: 202-401-4708

For additional information: www.dhs.gov/crcl
Phone: 202-401-1474
Toll-Free: 1-866-644-8360

Information and Services for Persons with Disabilities and Persons with Limited English Proficiency

For additional information or to file a complaint, please contact:

- 311 for more information and free language assistance:
 - Voice within San Francisco: 311
 - Voice outside San Francisco: 415-701-2311
 - TTY: 415.701.2323