**Reporting Procedure to File a Complaint**

An employee, client, customer, program participant, volunteer, applicant, or consumer who believes s/he has been harassed or been subjected to discriminatory treatment within NMCD because of race, color, national origin, sex, age, religion, or disability, or have been retaliated against for engaging in protected activity, is urged to file a complaint via options below:

1. Director
   NM Crime Victims Reparation Commission
   6200 Uptown Blvd, Suite 210
   Albuquerque, NM 87110
   Tel: 505-841-9432
   Fax:505-841-9437
   Frank.Zubia@state.nm.us

2. General Counsel
   NM Corrections Department
   4337 State Road 14
   Santa Fe, NM 87508
   Tel: 505-827-8662
   Fax: 505-827-8685
   Meredith.Peterson@state.nm.us

3. Generally, formal complaints must be filed with the Civil Rights Officer within 180 calendar days of the alleged discrimination. The complaint may be filed in a letter, in an email, in person, or over the phone. In anticipation of filing a complaint, an individual may find it beneficial to contact the Civil Rights Officer to obtain policy clarification, advice, or assistance. If the complaint is not filed on time, the Complainant shall provide the reason for the delay and request a waiver of this filing requirement.

4. Referral of Complaint to Civil Rights Officer

   NMCD shall advise the Civil Rights Officer of an employment or services discrimination complaint filed against it within ninety (90) calendar days of receiving the complaint. If an employee of the NMCD other than the Civil Rights Officer receives a discrimination complaint from an employee, client, customer, program participant, volunteer, applicant, or consumer of NMCD s/he shall:

   a. Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses as soon as possible after the incident;
   b. Promptly report the incident either to the Civil Rights Officer or their direct supervisor; and

c. Submit the complaint to the Civil Rights Officer within five (5) business days of receiving the complaint.