

New Hanover County/City of Wilmington  
Community Relations Advisory Committee  
**COMPLAINT PROCESS**

The New Hanover County/City of Wilmington Community Relations Advisory Committee (CRAC) addresses community issues involving prejudice or discrimination. The alleged discrimination must take place within the City and County limits of Wilmington and New Hanover County.

**Discrimination: Any difference in the treatment of a person, including exclusion or segregation based upon race, national origin, creed or religion, age, gender, sexual orientation, disability or medical condition.**

The CRAC will assist, guide and navigate residents through the process of submitting a complaint of discrimination. There are entities that actually complete the investigation and enforce discrimination in North Carolina, specifically the North Carolina Human Relations Commission (NCHRC), Equal Employment Opportunity Commission (EEOC), and Legal Aid. All complaints are confidential.

| TYPE OF DISCRIMINATION | PRE-INTAKE   | INTAKE  | TIMEFRAME   |
|------------------------|--|---|---|
| <b>EMPLOYMENT</b>      | Complete NCHRC intake form and submit a copy to CRAC<br><br>*Complete intake form at the downtown library on Mondays from 9:00 am to 10:00 am in a designated room           | Submit intake form via email or mail to the NCHRC<br><br>NCHRC works with EEOC                        | Must be filed within 180 days from the date of the alleged violation<br><br>Must be filed within 300 days from the date of the alleged violation directly to EEOC |
| <b>HOUSING</b>         | Complete HUD intake form and submit a copy to CRAC<br><br>*Complete intake form at the downtown library on Mondays from 9:00 am to 10:00 am in a designated room             | Submit intake form via online, email or mail to HUD<br><br>HUD then routes the complaint to the NCHRC | No specified timeframe but the sooner the complaint is submitted the better   |
| <b>OTHER</b>           | Complete CRAC discrimination complaint form and submit to CRAC<br><br>*Complete intake form at the downtown library on Mondays from 9:00 am to 10:00 am in a designated room | CRAC will make recommendations and referrals to agencies such as Legal Aid                            | No specified timeframe but the sooner the complaint is submitted the better   |

*\*Completing the intake forms at the library are only an option, they can be completed anywhere as long as a copy is provided.*

After the complaint or intake form is received, the New Hanover County/City of Wilmington Community Relations Advisory Committee will review the form for appropriateness and completeness then submit or assist in submitting it to appropriate agencies. Committee members will be notified of your complaint of discrimination in a confidential manner.

The Committee may take the following action:

1. The Committee or designee will assist and guide you through the process of submitting a complaint of discrimination.
2. The Committee or designee may refer you to other or additional resources to assist you with your complaint of discrimination.
3. The Committee may make policy recommendations to the County Commissioners and City Council to reduce or eliminate the root issue causing issues of discrimination.
4. Once the recommendation and resources have been provided on your behalf, the Committee or designee will follow up with you periodically to find out the status of your complaint.

For any questions, to mail or drop off your form or if you need assistance, please contact the:

**New Hanover County and City of Wilmington Community Relations Advisory Committee**

**Tufanna Bradley-Thomas, Community Affairs Coordinator**

**230 Government Center Drive, Suite 195**

**Wilmington, NC 28403-1732**

**(910) 798-7174**

**tthomas@nhcgov.com**

**\*\*If submitting this form via email, please include "Confidential" in the subject line of your email.**

**NEW HANOVER COUNTY/CITY OF  
WILMINGTON  
DISCRIMINATION COMPLAINT FORM**  
*(for non-employment or non-housing discrimination complaints)*

NAME: \_\_\_\_\_ PHONE NUMBER: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_

STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

If needed, the name of a person who knows where to contact you: \_\_\_\_\_

CONTACT ADDRESS: \_\_\_\_\_ PHONE: \_\_\_\_\_

**Name of the person, business, agency or institution you are charging with discrimination:**

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_

STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

Is this address inside the New Hanover County and Wilmington City Limits? (check one) Yes No

**This alleged discrimination occurred in (check one):**

Education    Employment    Housing    Health    Public Accommodations

**The alleged discrimination was because of: (check one)**

Race    National Origin    Creed/Religion    Age    Gender    Sexual Orientation    Disability

**The Committee will not consider any complaint concerning any matters for which the complainant has already filed complaints with the EEOC, North Carolina Human Relations Commission or any other agency or institution.**

Have you filed a complaint with any other business, organization, court or governmental organization? (check one). If yes, please complete the following:

Name of Organization or Agency: \_\_\_\_\_

Date of Filing: \_\_\_\_\_

Status of Complaint:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I affirm that this complaint is true to the best of my knowledge and information.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

New Hanover County/City of Wilmington  
**DISCRIMINATION COMPLAINT NARRATIVE FORM**  
*(for non-employment or non-housing discrimination complaints)*

Please explain your reasons for filing your complaint. Explain why you believe you were discriminated against. Be specific, print or type clearly and use as many pages as are necessary. Please use additional pages if needed.