



## How to Submit Your Complaint

Please email your complaint to [comments@caempower.net](mailto:comments@caempower.net) or mail to or hand deliver it to our office.

## CAE Response

The CAE Supervisor will investigate your grievance by gathering information from you, CAE staff and any witnesses and by reviewing any documented records. The Supervisor may request to meet with you to resolve or clarify the situation. The Program Manager will respond to your complaint in writing within 20 working days.

## Request for Review

If you are not satisfied with the response from the CAE Supervisor, you may request the Chief Executive Officer (CEO) to review the CAE Manager's decision. To request a review by the CEO, contact our office within 10 working days from the date that you received the decision from the Supervisor and state you want a review by the CEO.

## Review by CEO

The CEO will review the CAE Manager's determination of the grievance. The CEO may request further investigation by the CAE Manager or request a meeting with you. The CEO will either agree or disagree with the decision of the CAE Manager and respond to you within 20 working days from the date that you request the review. The decision of the CEO is final.

## Complaint about the CEO

If you have a complaint about the CEO, request a meeting or send your complaint directly to the CEO. The CEO will respond to you within 20 business days. If you are not satisfied with the CEO's response, then you may contact the Chair of the CAE Board of Directors.

## Civil Rights Agencies

The California Civil Rights Department (CRD) at <https://calcivilrights.ca.gov> and the U.S. Department of Justice Civil Rights Division at <https://civilrights.justice.gov/> investigate and prosecute unlawful discrimination. If you think you have experienced unlawful discrimination, you may file a complaint with the appropriate agency.

## **No Retaliation**

There shall be no report to the Deputy Director or CEO of any retaliatory actions or behaviors.