



IOWA DEPARTMENT OF JUSTICE  
OFFICE OF THE ATTORNEY GENERAL

Attorney General Tom Miller

## Chapter 24 Civil Rights/Complaint Process

This chapter contains information regarding how someone may file a complaint with the Crime Victim Assistance Division (CVAD), the types of complaints appropriate to report to CVAD and the process for which CVAD will handle a complaint.

A complaint may involve:

- a. Discrimination
- b. Violation of Service Standards
- c. Civil Rights violations
- d. Violations of contract terms, or certified assurances

**The Office for Civil Rights** also requires grantees to submit **EEOP certification forms** to the Office for Civil Rights. Grantees might also be required to create and submit a utilization report. For more information on EEOP requirements specific to your organization and to access the reporting tool, go to the [Civil Rights EEOP website](#).

