



39W866 Fabyan Pkwy
Elburn, Illinois 60119
www.icceo.com

(630) 232-7280 T
(630) 232-7281 F

ICC COMPLAINT POLICY

Any person who believes that he or she as a member of a protected class, has been discriminated against based on race, color, national origin, sex, sexual orientation, gender identity, age, disability, religion, low income status, or Limited English Proficiency in violation of the Civil Rights Act of 1964, as amended and its related statutes, regulations and directives, Section 504 of the Vocational Rehabilitation Act of 1973, Americans with Disabilities Act of 1990, as amended, the Civil Rights Restoration Act of 1987, as amended, and any other Federal nondiscrimination statute may submit a complaint. A complaint may also be submitted by a representative on behalf of such a person.

It is the policy of ICC Group Inc. to conduct a prompt and impartial investigation of all allegations of discrimination and to take prompt effective corrective action when a claim of discrimination is substantiated.

No one may intimidate, threaten, coerce or engage in other discriminatory conduct against anyone because they have taken action or participated in an action to secure rights protected by the civil rights laws. Any individual alleging such harassment or intimidation may submit a complaint by following the procedure printed below.

Any individual who feels that he or she has been discriminated against may submit a written or verbal complaint. The complaint may be communicated to any company supervisor or to the company EEO Officer. The complaint should be submitted within 180 days (six months) of the alleged discrimination. Complaint forms may be found on our website www.icceo.com/diversity-inclusion. Individuals are not required to use the company's complaint form. If necessary, the company will help an individual reduce his or her complaint to writing for his or her signature.

Generally, a complaint should include the name, address and telephone number of the individual complaining (complainant) and a brief description of the alleged discriminatory conduct including the date of harm. An individual submitting a complaint alleging discrimination may include any relevant evidence, including the names of witnesses and supporting documentation.

Complaints should be directed to:

Caroline Martini
EEO Officer / Title VI Coordinator
39W866 Fabyan Parkway
Elburn, IL 60119
Main: (630) 232-7280
Mobile: (630) 450-7092
Facsimile: (630) 232-7281
Email: carolinemartini@icceo.com

Within 60 days of receipt of the complaint the company will conduct an investigation of the allegation based on the information provided and issue a written report of its findings to the complainant. The company will try to obtain an informal voluntary resolution to all complaints at the lowest level possible.

A complainant's identity shall be kept confidential except to the extent necessary to conduct an investigation. All complaints shall be kept confidential.

These procedures do not deny the right of any individual to file a formal complaint with any government agency or affect an individual's right to seek private counsel for any complaint alleging discrimination.

Complaints may also be filed with the following government agencies:

Illinois Employees

Illinois Department of Human Rights

Chicago: (312) 814-6200

Chicago TDD: (312) 263-1579

Springfield: (217) 785-5100

Springfield TDD: (217) 785-5125

Equal Employment Opportunity Commission

Chicago: (312) 353-2713

Chicago TDD: (312) 353-2421

F: Chicago: (800) 669-4000

F: Chicago TDD: (800) 669-6820

Indiana Employees

Indiana Department of Transportation – Equity Initiative Services

100 N. Senate, Room N750

Indianapolis, IN 46204

Phone: (317) 914-2832

Indianapolis District EEOC Office

101 West Ohio Street, Ste 1900

Indianapolis, IN 46204

Phone: (800) 669-4000

Fax: (317) 226-7953

TTY: 1 (800) 669-6820

Indiana Civil Rights Commission

100 N. Senate Ave., Room N103

Indianapolis, IN 46204

Toll Free: 1 (800) 628-2909

Phone: (317) 232-2600

Fax: (317) 232-6560

Hearing Impaired: 1 (800) 743-3336

Please also be advised that the Federal Highway Administration (FHWA) has jurisdiction to investigate complaints of discrimination filed under:

- The Americans with Disabilities Act/ Section 504 Program
- The Americans with Disabilities Act of 1990
- Section 504 of the Rehabilitation Act of 1973 (Section 504)
- The Title VI Program
- Title VI of the Civil Rights Act of 1964 (Title VI)

Any person who believes they, or any specific class of persons, to be subjected to prohibited discrimination based on race, color or national origin may file a written complaint individually or through a representative. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the discrimination is ongoing, or the time for filing is extended by the FHWA.

Complaints alleging violations of Title VI by ICC may also be filed in writing directly with the following local, state, and federal agencies:

Civil Rights Counsel
Indiana Department of Transportation
100 N. Senate Avenue – Room N758-PQ
Indianapolis, IN 46204

Federal Highway Administration
U.S. Department of Transportation
575 North Pennsylvania Street, Room 254
Indianapolis, Indiana 46204

Federal Highway Administration
Office of Civil Rights
HCR-20, Room E81-320
1200 New Jersey Avenue, SE
Washington, DC 20590