

**CITY OF MILWAUKEE EQUAL RIGHTS COMMISSION**

**Workgroup Meeting Notes**

**Committee:** Compliance and Enforcement - Complaints Policy & Procedure  
**Workgroup Meeting No. 1**  
**Meeting Date:** Friday, August 20, 2021. 9:00am – 10:30am. Virtual meeting.  
 Jennifer Bennett (Commissioner), Ellen Christopoulos (ACA), Becca Donaldson (Legal Action), Shelley Gregory (Commissioner), Odalo Ohiku (DCA), Rebecca Rabatin (ADA Coordinator)

Agenda Item	Discussion Items	Action Items
1. Purpose and goals of workgroup	<ul style="list-style-type: none"> <li>➤ ERC strategic goals for C&amp;E committee include development of Chapter 109 enforcement mechanism: (1) complaint/intake forms and process, and (2) P&amp;P for complaint resolution process</li> </ul>	
2. Accessibility of enforcement process for public, including non-represented complainants	<ul style="list-style-type: none"> <li>➤ Incorporate and employ liberal construction and application of P&amp;P for non-represented complainants</li> <li>➤ Develop accompanying, lay-accessible guide(s) to process (reference public-facing materials from other complaint resolution entities [eg, FPC, ERD])</li> <li>➤ Remove language regarding Equal Rights Specialist assisting with complaint filing</li> </ul>	<ul style="list-style-type: none"> <li>➤ Edits to P&amp;P (Shelley)</li> <li>➤ C&amp;E committee develop further public-facing materials</li> </ul>
3. Capacity of Equal Rights Specialist and ERC Commissioners to process and resolve complaints (knowledge and resources)	<ul style="list-style-type: none"> <li>➤ Training</li> <li>➤ Consultation by ERS/ERC with City Attorney's Office as needed</li> <li>➤ Possibility of engaging hearing officer / alternative dispute resolution practitioner (eg, FPC)</li> </ul>	<ul style="list-style-type: none"> <li>➤ C&amp;E committee and ERS identify training needs and resources</li> <li>➤ C&amp;E committee consider options for hearing officers / alternative dispute resolution</li> </ul>
4. Determination of subject matter jurisdiction	<ul style="list-style-type: none"> <li>➤ MCO 109-7.4</li> <li>➤ Effect on ERC jurisdiction</li> <li>➤ Possible consequences of ERC jurisdictional determinations for state/federal processing of similar complaints</li> </ul>	<ul style="list-style-type: none"> <li>➤ Shelley consult with ERC Chair, Tony Snell, regarding ERC discussions with state/federal entities and report back</li> </ul>
5. Appeals rights and procedures	<ul style="list-style-type: none"> <li>➤ Clarify in P&amp;P</li> </ul>	<ul style="list-style-type: none"> <li>➤ City Attorney's Office to determine</li> </ul>

6. Next steps		➤ Review & discuss feedback memos (from RMD and SG) at next meeting
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