

CITY OF MILWAUKEE EQUAL RIGHTS COMMISSION
Compliance & Enforcement Committee Charge

Approved December 2019

The City of Milwaukee Equal Rights Commission **Compliance & Enforcement Committee** is commissioned by and accountable to the Equal Rights Commission to: uphold that no person may engage in any act of discrimination with respect to *housing, employment or public places of accommodation or amusement* against any protected person; Implementation of a comprehensive complaint and adjudication process that is easily accessible to and navigated by individuals who have experienced discrimination; collection of complaints alleging violation of this chapter and pursue remedies by means of mediation, conciliation, litigation or other appropriate means supported by findings of fact and conclusion of law;

Responsibilities:

1. Oversee the development and updating of the Commission Complaints Policy and Procedures handbook.
2. Monitor the policy and procedural process, easily navigated, for individuals to file a discrimination complaint.
3. Review and monitor all components of process and procedures such as: intake, determination, investigation, judiciary process, appeals and sanctions.
4. Train ERC Commissioners, staff and community partners on complaint process policy & procedures.
5. Schedule meetings with city departments to inform of new complaint policy and procedures.
6. Development and oversight of internal accountability metrics to evaluate City departments' equity performance.
7. Ongoing collection of feedback surveys with residents about the discrimination complaint process.
8. Distribute equity metrics survey to facilitate assessment of current practices of city departments.
9. Ongoing collection of community input on the equity metrics survey.

10. Production of equity scorecard report based on defined metrics.