



**ARLINGTON COUNTY, VIRGINIA  
OFFICE OF THE COUNTY MANAGER  
OFFICE OF HUMAN RIGHTS**

---

**NOTIFICATION OF RIGHTS AND EXPECTATIONS RELATED  
TO THE HUMAN RIGHTS COMPLAINT PROCEDURE**

***I HAVE BEEN ADVISED OF THE FOLLOWING RIGHTS RELATED TO THE INVESTIGATION OF MY HUMAN RIGHTS COMPLAINT WITH THE ARLINGTON COUNTY HUMAN RIGHTS COMMISSION (ARCO).***

1. To be protected from any form of retaliation for either filing a complaint or raising concerns about possible discrimination and to add amendments to the original complaint for any subsequent acts of retaliation;
2. To meet with an Intake Officer and have an opportunity to discuss and clarify the issues related to your complaint;
3. To be accompanied, represented, or advised by a representative;

**THE INTAKE OFFICER WILL:**

- Arrange for language translation services, if necessary;
- Establish if your complaint is within the office's jurisdiction. Advise you if your complaint can be received and investigated under Chapter 31 (Human Rights Ordinance) of the Arlington County Code;
- Provide you with a questionnaire to assist you in describing the specific acts of discrimination; the principal people involved, and any witnesses or evidence that can be used as a part of the investigation;
- Discuss issues related to your complaint;
- Prepare an official complaint at the time of your appointment;
- Advise you if your complaint can be received and investigated under Chapter 31 (Human Rights Ordinance) of the Arlington County Code;
- Explain our investigative process including the filing and service of the complaint; the request for documents served on the Respondent; the Respondent's answer to the complaint; your right to rebuttal; the possible conciliation process; the Final Investigative Report; and your right to request an appeal to the Human Rights Commission;
- Inform you of your responsibilities related to the investigation of your complaint including; the need for your continued cooperation with the investigation; your help in locating your witnesses; your responsibility to notify us of any change of address or any other change affecting your investigation;
- Assign the charge to an Investigator within five (5) business days.
- If this office cannot assist, refer you to other agencies or organizations that can.

**THE INVESTIGATOR ASSIGNED TO YOUR COMPLAINT WILL:**

- Contact you within sixty (60) days to discuss your complaint and review any documents and information that will assist us in investigating your complaint;
- Send a copy of your complaint along with a request for documents and information to the party whom you allege is responsible for the act (s) of discrimination;
- Review the opposing party's response to your allegation with you; discuss and incorporate your answers and rebuttal information to the opposing party's responses in the investigation, and give you an opportunity to provide additional relevant information and witnesses;
- Discuss the remedy that may be available in our process;
- Explore the possibility of resolving the Complaint prior to reaching a final determination;
- Prepare a written Final Investigative Report containing:
  - a) An outline of the allegation(s) of discrimination;
  - b) The Respondent's position statement;
  - c) An analysis of the evidence obtained in the investigation, and;
  - d) A final determination related to your specific charges.

**WE ARE COMMITTED TO PROVIDING EXCELLENT CUSTOMER SERVICE:**

**THEREFORE, ARCO STAFF WILL:**

- Offer professional, respectful and courteous service; and
- Listen to you;
- Return your telephones calls and TTY contacts within one business day;
- Respond to correspondence (letter and email) within five (5) business days.

**WE ARE FAIR AND IMPARTIAL:**

The Office of Human Rights and EEO is a neutral agency, committed to resolving complaints of alleged discrimination based on evidence discovered through professional investigative standards, conciliation, and current legal standards.

**THEREFORE ARCO STAFF:**

- Cannot take sides on any matter;
- Cannot advocate for individuals, organizations, or businesses;
- Cannot provide legal advice, legal representation, and;
- Must base all decisions on the available evidence.

Please understand that sometimes delays are unavoidable. If we cannot meet these standards we will contact you with an estimated time frame for responses. If you have any issue with our customer service you should contact the Executive Director 703-228-3929.