

Complaints received by county staff are forwarded to the Florida Commission on Human Relations and other appropriate state and federal agencies.

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CONTACT US

Contact the Customer Service Coordinator.



(239) 252-8383



(239) 252-8588



www.CollierCountyfl.gov

Additionally, you may mail inquiries to:
Community Relations Information and Referral
Service Communication and Customer Relations
Dept. 3299 Tamiami Trail East, Suite 102
Naples, FL 34112-5746.



Florida Commission on Human Relations
FCHR toll free: 800-342-8170
(for complainant use only)

FCHR info: 850-488-7082
fchr.state.fl.us



Have You Been a Victim of Discrimination?

Help is a phone
call away.

COMMUNITY RELATIONS INFORMATION AND REFERRAL SERVICE

In 2003, the Board of County Commissioners (BCC) adopted a resolution that opposes discrimination, supports equal rights and opportunities, and promotes the civil and human rights of all Collier County residents. Furthermore, the BCC directed the County Manager to establish and administer, through the Communication and Customer Relations Department, a Community Relations Information and Referral Service with the purpose of providing the public with a source of information, and referrals, on matters affecting human relations and civil rights issues in Collier County.

The Community Relations Information and Referral Service acts as a "conduit" between residents and the proper agencies that address discrimination complaints. Staff can provide forms and assist in filing forms.

Additionally, staff members are able to contact the proper agencies regarding the complaint, follow up on the status of the complaint, and notify the filer of the current status.

1

WHAT WE CAN DO

The county's role is to serve as a source of information and referral, and to act as a liaison between residents and those agencies that address discrimination issues and complaints.

2

POTENTIAL DISCRIMINATION ISSUES

It is against Florida law to discriminate in the following areas:

Employment on the basis of race, color, religion, sex, national origin, age, handicap, or marital status.

The sale, rental, financing, real estate broker appraisal, or advertising of HOUSING on the basis of race, color, religion, sex, national origin, handicap, or familial status (families with children under 18, pregnant women and people with custody of children under 18). Blockbusting is also illegal.



Refusing access to public lodging or food services establishments on the basis of race, color, creed, sex, national origin, or physical disability.

Evaluating an application for membership in private clubs on the basis of race, color, religion, gender, national origin, handicap, age (older than 21), or marital status.

Retaliation against individuals who have filed complaints of discrimination with the Florida Commission on Human Relations.

3

FILING DEADLINES

Employment and/or housing complaints must be filed within 365 days (one year) of the date in which the alleged act of discrimination occurred.

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WHAT WE CANNOT DO

While the Community Relations Information and Referral Service provides assistance to residents who believe they have a discrimination issue, the service has neither investigative nor enforcement powers.

