

Notice of Non-Discrimination and Harassment and How to File a Complaint

The Museum is committed to providing an environment free from harassment or discrimination in the treatment of individuals with respect to employment, and admission or access to Museum facilities, programs or activities, and therefore does not permit harassment or discrimination on the basis of race, creed, color, religion, age, disability, marital status, partnership status, gender (including sexual harassment), sex, sexual orientation, gender identity, gender expression, genetic information, pregnancy and lactation accommodations, alienage or citizenship status, current or former participation in the uniformed services, status as a veteran, caregiver, pre-employment marijuana testing, sexual and reproductive health decisions, salary history, or national or ethnic origin, or on account of any other basis prohibited by applicable City, State, or Federal law.

Additional protections are afforded in employment based on arrest or conviction record, status as a victim of domestic violence, stalking and sex offenses, unemployment status, and credit history, in each case to the extent provided by law.

Accessibility / Language Assistance and Limited English Proficiency (“LEP”)

Consistent with the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, as amended, and Title VI of the Civil Rights Act of 1964, it is the policy of the Museum to provide reasonable accommodations when requested by a qualified individual with a disability, unless such accommodation would cause an undue hardship.

Additionally, the Museum strives to make its facilities and programs accessible for everyone, including those individuals who need language assistance, including those who have limited English proficiency.

Please visit the [Accessibility and Language Assistance at the Museum](#) section of our website to learn more about Museum facilities, resources, and programs. If you have any questions about accessibility or LEP at the Museum or would like to request an accommodation, please contact us at accessibility@amnh.org or 212-769-5250. In addition, if the format of any material on the Museum’s website interferes with your ability to access that material, please [contact us](#) for assistance.

Grievance Procedures for Visitors

Visitor inquiries or complaints regarding any form of harassment, discrimination, or retaliation may be directed to complaints@amnh.org

If a visitor thinks that they have been denied meaningful access to the Museum’s services, programs, and/or activities, the Grievance Procedures below will be followed pursuant to the Museum’s obligations under relevant federal, state, and local laws.¹

Basis for Complaint

Complaints may be submitted if a visitor believes the Museum failed to provide reasonable language assistance for people of limited English proficiency, or if the visitor believes the Museum committed unlawful discrimination based on the visitor's disability or other protected characteristic.

How to Submit a Complaint

Send an email to complaints@amnh.org, or submit a complaint in person at the Museum Security Desk at 79th Street on the First Floor in the Theodore Roosevelt Rotunda.

Grievance Procedures

Where there is found to be a violation, the Museum will take immediate steps to end the prohibited conduct, to prevent its recurrence, and to remedy its effects. The Museum will address allegations of prohibited conduct as follows:

- Complaints must be submitted in writing (or, if necessary, in a different accessible format) and must contain the following information: (i) the name, address, and phone number of the person(s) submitting the complaint; (ii) a brief description of the nature of the complaint; and (iii) a description of the circumstances giving rise to the complaint, including the date/time/location/name(s) of relevant information and individuals, if available.
- Complaints should be submitted within thirty (30) calendar days after the alleged incident, but early reporting and intervention have proven to be the most effective method of resolving actual or perceived problems. The Museum's ability to investigate and respond effectively may be reduced with the passage of time and the loss of reliable evidence.
- The Museum will conduct an investigation as may be appropriate based on the receipt of a complaint. The investigation will be prompt and informal, but also thorough. All interested persons will have an opportunity to submit relevant information. Generally speaking, the Museum will contact the person(s) who submitted the complaint within seven (7) calendar days of receipt of the complaint to discuss the allegations, gather additional information, if needed, and discuss possible resolutions.
- The Museum will generate and provide a written document summarizing its findings from the investigation, along with any proposed solution(s), generally within sixty (60) calendar days after receipt of the complaint. This timeline may be altered for good cause, such as the complexity of the investigation or availability of witnesses. Any extensions will be communicated to the person(s) who submitted the complaint.

- The person(s) who submitted the complaint may request an appeal of the findings based on either of the following: (1) there is previously unavailable relevant evidence which could significantly impact the outcome of the investigation; or (2) the Museum failed to follow these Grievance Procedures when investigating the complaint. Any appeal must be submitted in writing (or, if necessary, in a different accessible format) within ten (10) calendar days of receiving the findings. The Museum will forward the request to the appropriate Museum administrator(s) for further review (e.g. the Vice President of Human Resources if an employee is alleged to have committed misconduct, or to the Chair of the Accessibility Working Group for issues related to exhibit access or visitor experience issues). The Museum will generally respond to the appeal in writing or another accessible format within thirty (30) calendar days of receipt of the appeal. Any extensions will be communicated to the person(s) who submitted the complaint and appeal. The appellate decision is final.
- The Museum shall maintain all files and records relating to the submitted complaint consistent with the Museum's record retention policies.

Individuals May Also File Complaints, As Applicable, With These Agencies:

- U.S. Department of Education's Office of Civil Rights, which has its regional enforcement office at Office for Civil Rights, U.S. Department of Education, 32 Old Slip, 26th floor, New York, NY 10005-2500, [646-428-3900](tel:6464283900), or OCR.NewYork@ed.gov;
- The Equal Employment Opportunity Commission, located at 33 Whitehall Street, 5th floor, New York, NY 10004, [800-669-4000](tel:8006694000);
- The Department of Justice: Federal Coordination and Compliance Section, U.S. Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530; or
- The Department of Justice: Disability Rights Section, U.S. Department of Justice, 950 Pennsylvania Avenue NW, Washington, D.C. 20530.

1 For visitor complaints against specific employees of the Museum, separate policies and procedures may apply depending on the nature of the complaint and surrounding circumstances.

These Grievance Procedures are subject to change at any time. New policies, procedures, regulations, or revisions may be established by the Museum at any time without advance notice.