

Board of Harbor Commissioners/Office of the Harbor Master Civil Rights Discrimination Complaint Process

If you feel you have been subject to discrimination in accessing services and/or in interactions with a member of our staff or commission based on any status or activity protected by law, please talk it over with the Harbor Master, who can be reached at (207)831-6962. If you are still not satisfied, contact the Assistant Harbor Master in writing, no later than 90 days following the alleged discrimination, at [phm.admin@portlandharbor.org](mailto:p hm.admin@portlandharbor.org)

The Assistant Harbor Master will immediately notify the Commission Chair. Within 10 days of receipt, the Commission Chair will acknowledge receipt of your complaint and begin an investigation into the circumstances surrounding the alleged discrimination. You will be notified of the findings of the investigation within 180 days of the acknowledgement date.

The Board of Harbor Commissioners keeps a file on each complaint. If you make a written statement, it will be kept – along with the decision in the matter – for the amount of time required by state records retention policy, generally three (3) years from resolution.

If you require language interpretation services to access the civil rights complaint system, an interpreter will be provided through the Portland Regional Communications Center (Central Dispatch) at no cost to you. You may also seek free assistance with the civil rights complaint process by contacting:

Pine Tree Legal Assistance

If you call us or come to our office, ask for a translator right away. We will provide one free of charge.

You can also call us at 207-774-8211. Press “2.” Then press:

- 1 for Spanish
- 2 for Chinese (both Mandarin and Cantonese)
- 3 for French
- 4 for Arabic
- 5 for Somali
- 6 for Portuguese (Brazilian)
- 7 for Vietnamese

Please leave a message letting us know where you are in the state, what kind of issue you have, and how we can reach you. A staff member will call you back within 5-7 business days.

You may also file a complaint directly with DHS Office for Civil Rights and Civil Liberties (CRCL):

- E-mail: CRCLCompliance@hq.dhs.gov (fastest method to submit your complaint)
- Fax: 202-401-4708
- U.S. Mail: U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties Compliance Branch 245 Murray Lane, SW Building 410, Mail Stop #0190 Washington, D.C. 20528

PLEASE NOTE: If you file your complaint with more than one agency, please notify our office so that we can prevent duplicative investigations and determine a coordinated approach.