



NVRA Complaint Procedures

The South Dakota Department of Social Services and Department of Labor and Regulation provide voter registration services in compliance with Section 7 of the National Voter Registration Act.

Both DSS and DLR will assist customers with a voter registration application when applying for benefits, recertifying or renewing benefits, or when a change of address is reported.

To register a complaint regarding NVRA services or compliance, a customer should contact:

Julie Miller – DSS NVRA Coordinator

DSSNVRA@state.sd.us

605.773.4678

The complaint may be received in writing or verbally.

Upon receipt of a complaint, the DSS NVRA coordinator will:

1. Gather all information from complainant
2. Investigate the facts of the complaint
3. Report to and coordinate with the Statewide NVRA coordinator (Secretary of State) to determine:
 - a. The complaint is substantiated based on the information gathered
 - b. The complaint is unsubstantiated based on the information gathered
 - c. Is there additional information needed?
 - i. Gather additional information
4. Report the findings of the investigation to the complainant in writing
5. If the complaint is substantiated, complete re-training with all staff at the location where the non-compliance occurred.
6. Document the findings of the complaint