



## **TITLE VI COMPLAINT PROCEDURES**

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964 (including its Disadvantaged Business Enterprises (DBE) and Equal Employment Opportunity (EEO) components), Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990, relating to any program or activity administered by the City of Griffin or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies including punitive damages or compensatory remuneration for the complainant.

However, every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meetings(s) between the affected parties and the Title VI Coordinator may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution to the complaint. During initial interviews with the complainant and respondent information regarding specifically requested relief and settlement opportunities will be discussed and noted.

## **PROCEDURES**

1. Any individual or group of individuals, or entity that believes they have been subjected to Discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with the City of Griffin's Title VI Coordinator, the Federal Highway Administration's Civil Rights Specialist in the Atlanta, Georgia Regional Office or with the Department of Justice. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant and must meet the following requirements:
  - Complaint shall be in writing and signed by the complainant(s) or his representative.
  - Include complainant's name, address and telephone number, date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct). Should a third party write and sign the complaint on behalf of the complainant, include that person's name, address, telephone number and his/her relationship to the complainant. If the complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Coordinator. Under these circumstances, the complainant will be interviewed and the Title VI Coordinator will assist the complainant in converting the verbal allegations to writing.
  - Provide the name of the alleged discriminatory institution, official, job title and a description of the issues, including names of witnesses or anyone who can clarify the circumstances surrounding your complaint.
  - Complaints received by fax or email will be acknowledged and processed, once the identity of the complainant and the intent to proceed with the complaint have been established. Otherwise, Title VI complaints may be mailed or hand delivered to the City of Griffin for processing.
  - Allegations received by telephone will be reduced to writing and provided to the complainant for additional information and/or revision. A Title VI complaint form will subsequently be forwarded to the complainant for him/her to complete, sign and return to the Title VI Coordinator for processing.

2. Within seven (7) business days of receipt of the complaint, the Title VI Coordinator will mail an acknowledgement letter to complainant and forward a copy of the letter and complaint to FHWA HCR. A determination of the City of Griffin's jurisdiction, need for additional information, as well as, the investigative merit of the complaint will be made by the FHWA HCR. The Federal Highway Administration's Headquarter Civil Rights Office shall assign a control number and adjudicate the case upon receipt of the completed investigative file. Complaints processed by the City of Griffin are bound by timeframes outlined in 23 CFR 200.9(b)(3).
3. A complaint may be dismissed for the following reasons:
  - The complainant requests the withdrawal of the complaint.
  - The complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - The complainant cannot be located after reasonable attempts.
4. The complaint will be logged in and shall identify its basis and alleged harm along with the race, color, national origin and gender of the complainant.
5. In cases where the City of Griffin assumes the investigation of the complaint, the Title VI Coordinator will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days to submit his/her response to the allegations to the Title VI Coordinator.
6. Within 60 calendar days of the acceptance of the complaint, the Title VI Investigator will prepare an investigative report inclusive of a narrative description of the incident, all evidentiary support documentation from each party, identification of persons interviewed, findings and recommendations for disposition.
7. If the complainant is not satisfied with the results of the investigation, s/he may appeal to the United States Department of Justice. Appeals must be filed within 180 days after the City of Griffin's final resolution. Unless new facts not previously considered come to light, reconsideration of the City of Griffin's opinion will not be available.

Complaints should be forwarded to:

**Miles Neville, Director of Human Resources**  
**Title VI Coordinator**  
**City of Griffin**  
**PO Box T**  
**Griffin, Georgia 30224**