

# **TOWN OF WINDSOR**

## **TITLE VI COMPLAINT PROCESS**

All Title VI complaints will be filed in accordance with the following Title VI Complaint Procedures:

Any person alleging to be aggrieved by a discriminatory practice may in person or through a legal representative, obtain a Title VI Complaint Reporting Form, fill it out and file said complaint with the Director of Human Resources or the Senior Services Transportation Coordinator:

- Within 180 days following the date of the alleged discriminatory action; or
- The date when the person(s) became aware of the alleged discriminatory action.

Alternatively, the Director of Human Resources or the Senior Services Transportation Coordinator may complete the Title VI Compliant form and attach the Complainant's letter.

The Director of Human Resources will be notified of all Title VI complaints. Complaints must be in writing, signed by the Complainant or representative, and include the Complainant's name, address, and telephone number, or other means by which the Complainant may be contacted. Complaints shall explain as fully as possible the facts and circumstances surrounding the alleged discriminatory action, and identify the individual(s) and/or organization(s) responsible for the alleged discriminatory action.

At the Intake/Interview process Complainant shall explain as fully as possible the allegations and circumstances surrounding the alleged discriminatory action, and identify the individual(s) and/or organization(s) responsible for the alleged discriminatory action. In cases where the Complainant will be assisted in converting an oral complaint into a written complaint, the Complainant is required to sign the written complaint. Signed allegations of discrimination received by facsimile or e-mail will be acknowledged and processed. Complaints received by telephone will be reduced to writing and provided to the complainant for confirmation, revision and signature before processing.

The Director of Human Resources will review the complaint and inform the appropriate Program Area Department Director. The Director of Human Resources or the Senior Services Transportation Coordinator receiving the written complaint will review the written complaint to ensure that the required information is provided, the complaint is timely, and is within the appropriate jurisdiction. The complaint will be accepted unless it is withdrawn, is not filed timely, or the Complainant fails to provide the required information after a written follow-up request for the missing information.

Issues that do not involve discrimination or are not based upon a protected basis will not be directed to the appropriate entity. Individuals should never be discouraged from filing a written complaint.

### Complaints Filed Against The Town of Windsor

Written complaints filed with the Town of Windsor naming the town or a

specific contractual department(s) as a respondent will be forwarded to the State of Connecticut Department of Transportation Title VI Coordinator and the Federal Transit Authority for processing. ConnDOT Title VI Coordinator and Federal Transit Authority (FTA) will analyze the Complainant(s) allegation(s) and complainant will be notified of the status of the complaint. The Title VI Coordinator may conduct an independent evaluation regarding affected Department policy and may direct actions be taken within the Department to Address any policy deficiencies.

#### Complaints Filed Against A Sub-recipient

Written complaints filed with the town in which a town sub-recipient (i.e., contractor, subcontractor, consultant, sub-consultant, or other sub-recipient) is named as the Respondent will be analyzed and investigated by the Director of Human Resources. The Director of Human Resources may forward a complaint to the State of Connecticut Department of Transportation, Contract Compliance Division, attention Ms. Debra Goss, Contract Compliance Manager, and Federal Transit Authority, Civil Rights Coordinator for investigation. Once the investigation has been conducted and the investigative report (IR) written, the Director of Human Resources will forward a copy of the complaint and copy of the Investigative Report (IR) within 60 days to the State of Connecticut Department of Transportation, Contract Compliance Division, Ms. Debra Goss, Contract Compliance Manager and the same to the Federal Transit Authority, Civil Rights Coordinator.

A complaint log will be maintained for all complaints filed with and investigated by the Department (**see Attachment ?**). The Investigator will advise the Complainant of his/her rights under Title VI, Title VIII, and related statutes.

The Respondent is notified by the Department that he/she has been named in a complaint. The letter will indicate the Investigator's name and inform the Respondent that he/she will be contacted for an interview. The complaint investigation will be completed within forty (40) days of the date of receipt.