

Processing External Complaints of Discrimination City of Granbury Procedures

The procedures provided below outline the City of Granbury's requirements for processing external complaints of discrimination filed under Title VI of the Civil Rights Act of 1964 and Title II of the Americans with Disabilities Act of 1990 and/or Section 504 of the Rehabilitation Act of 1973. The procedures are designed to provide due process for complainants and respondents.

A. Persons Eligible to File

Any person or any specific class of persons, by themselves or by a representative, that believe they have been subjected to discrimination or retaliation prohibited by the State of Texas may file a complaint.

B. Information Required to File a Complaint

A complaint is a written or electronic statement concerning an allegation of discrimination that contains a request for the receiving office to take action. Complaints should be in writing and signed and may be filed by mail, fax, in person, or e-mail. Upon request, complaints may be filed on computer disk, audio tape, phone or Braille. A complaint should contain at least the following information:

1. A written explanation of what has happened;
2. A way to contact the complainant;
3. The basis of the complaint, e.g., age, sex, race, color, national origin, or disability;
4. The identification of the respondent, e.g., individual or entity alleged to have discriminated;
5. Sufficient information to understand the facts that led the complainant to believe that discrimination occurred; and,
6. The date(s) of the alleged discriminatory act(s).

C. Recipient Responsibilities

1. Any employee who is contacted regarding an external discrimination complaint shall forward the complainants contact information on to the Title VI Coordinator, Scott Sopchak. If an employee receives an External Discrimination Complaint Form, such form and any additional information related to the complaint shall be immediately forwarded to the Title VI Coordinator.

D. Title VI Coordinator Responsibilities

1. The Title VI Coordinator will acknowledge receipt of all complaints filed and date stamp the complaint.
2. Complaints in languages other than English shall be translated and responded to in the language in which they were sent.
3. The complaint will be reviewed by the Title VI Coordinator within 10 calendar days of receipt to determine whether it contains all of the necessary information required for acceptance.
4. If the complaint is complete and no additional information is needed, the complainant will be sent a letter of acceptance.
5. If the complaint is incomplete, the complainant will be contacted in writing or by telephone to obtain the additional information. The complainant will be given 15 calendar days to respond to the request for additional information.
6. The complaint will be forwarded to the Texas Department of Transportation, Office of Civil Rights.