

## PROCEDURES FOR PROCESSING EXTERNAL DISCRIMINATION COMPLAINTS

If any individual believes that he/she or any other program beneficiaries have been subjected to unequal treatment or discrimination in their receipt of benefits and/or services, or on the grounds of race, color, national origin, sex disability or age, he/she may exercise their right to file a complaint with the City. Every effort will be made to resolve complaints informally at the City and contractor level. A complaint of discrimination must be filed within 180 calendar days of the alleged act of Discrimination, or discovery thereof: or where there has been a continuing course of conduct, the date on which that conduct was discontinued. Filing means a written complaint must be postmarked before the expiration of the 180-day period. The filing date is the day you complete, sign, and mail the complaint form. The complaint form must be dated and signed for acceptance. Complaints received more than 180 days after the alleged discrimination will not be processed and will be returned to the complainant with a letter explaining why the complaint could not be processed.

The following are procedures for processing and investigating external discrimination complaints:

1. A City of Weatherford General Complaint Form shall be filled out immediately and submitted to HR office located at 303 Palo Pinto Street, Weatherford, Texas 76086. General complaint forms can be personally delivered or mailed. For Federal and/or TxDOT funded transportation projects, the City will forward complaint information to TXDOT and FHWA within 10 days of receipt. All other, non-transportation, complaints will be handled by the City of Weatherford Human Resource office. See attachment "A" for General Complaint Form.
2. Title VI Coordinator/HR Staff will document complaint including the following:
  - Each complainant by race, color, sex, or national origin.
  - The recipient.
  - The nature of the complaint.
  - The dates the complaint was filed and the investigation completed.
  - The disposition.
  - The date of disposition.
  - Other pertinent information.
4. Investigation of complaint:

The Title VI Coordinator/ HR Staff will determine the most appropriate fact finding process to ensure that all available information is collected in an effort to reach the most informed conclusion and resolution of the complaint. The type of investigation techniques used may vary depending on the nature and circumstances of the alleged discrimination. An investigation may include but is not limited to:

  - Internal meetings with City of Weatherford staff and legal counsel.
  - Consultation with state and federal agencies.
  - Interviews of complainant(s).
  - Review of documentation (i.e., planning, public involvement, and technical program activities).
  - Interviews and review of documentation with other agencies involved.
  - Review of technical analysis methods.
  - Review of demographic data
5. Within 60 days, Title VI coordinator/ HR staff will follow up with the person filing a complaint on a resolution and/or status of complaint.

## Records of Complaints:

The Title VI coordinator/ HR Office will keep a record of all complaints received. The log will include such information as:

- Basic information about the complaint such as when it was filed, who filed it, and who it was against.
- A copy of General Complaint form submitted.
- Identification of person submitting complaint: race, color, age, disabilities, sex, or national origin.
- A description of the alleged discriminatory action.
- Findings of the investigation.

These procedures and a copy of the general complaint form are available through the City of Weatherford website under Title VI webpage.

[www.weatherfordtx.gov/titleVI](http://www.weatherfordtx.gov/titleVI)