



City of Jefferson

320 E. McCarty St., Jefferson City, MO 65101 Phone: 573.634.6410 Fax: 573.634.6457

Title VI Complaint Procedure

MARCH 20, 2023

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color or national origin in programs receiving federal financial assistance.

GENERAL

Any person who believes that he or she, individual, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin as noted below may file a written complaint with the Title VI Program Coordinator.

Title VI Program Coordinator
c/o City Administrator, City of Jefferson, Missouri
320 E. McCarty Street
Jefferson City, Missouri 65101

Complainants have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI Program Coordinator may be utilized for resolutions. The Title VI Program Coordinator will notify JEFFTRAN and/or CAMPO staff of all Title VI related complaints as well as resolutions.

Procedure for Filing Complaints

1. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Title VI Program Officer will interview the Complainant and assist the person in converting verbal complaints in writing. All complaints must, however, be signed by the Complainant or his/her representative.
 - b. Include the date of the alleged act of discrimination date when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.

Individuals should contact the ADA Coordinator at (573) 634-6570 to request accommodations or alternative formats as required under the Americans with Disabilities Act. Please allow three business days to process the request.

2. Upon receipt of the complaint, the Title VI Program Coordinator will determine its jurisdiction, acceptability, need for additional information, and investigate the complaint, if accepted.
3. The Complainant will be provided with a written acknowledgement that the City of Jefferson has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:
 - a. The Complaint must be filed within 180 days of the alleged occurrence.
 - b. The allegation must involve a covered basis such as race, color, or national origin.
 - c. The allegation must involve a JEFFTRAN or CAMPO service, the City of Jefferson as a federal-aid recipient; or its sub-recipient or contractor.
5. A complaint may be dismissed for the following reasons:
 - a. The Complainant requests the withdrawal of the complaint.
 - b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
 - c. The Complainant cannot be located after reasonable attempts.
6. Once the Title VI Program Coordinator decides to accept the complaint for investigation, the Complainant will be notified in writing of such determination. The complaint will receive a case number and will then be logged in a database identifying: Complainant's name, basis, alleged harm, race, color, and national origin of the Complainant.
7. In cases where the Title VI Program Coordinator assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint the Title VI Program Coordinator will prepare an investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
8. The investigative report and its findings will be reviewed with City of Jefferson officials and in some cases the investigative report and findings will be reviewed by the City of Jefferson's Legal Counsel.
9. The Title VI Program Coordinator will make a determination on the disposition of the complaint. Dispositions will be stated as follows:
 - a. In the event the City of Jefferson is in noncompliance with the Title VI regulations remedial actions will be listed.
10. Notice of the Title VI Program Coordinator's determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such an appeal. Notice of appeals are as follows:
 - a. The Title VI Program Coordinator will reconsider the determination, if new facts, come to light.
 - b. If Complainant is dissatisfied with the determination and/or resolution set forth by the Title VI Program Coordinator, the same complaint may be submitted to the FTA for investigation. Complainant is advised to contact the FTA Office of Civil Rights, Attention: Title VI Program Coordinator; East Building, 5th Floor-TCR; 1200 New Jersey Ave., SE; Washington DC 20590.
11. A copy of the complaint and the Title VI Program Coordinator's investigation report/letter of finding and Final Remedial Action Plan, if appropriate, will be issued to FTA within 120 days of the receipt of the complaint.
12. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

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