

The Woodlands Township Title VI Complaint Procedures

Objective:

A process has been established for receiving and processing all complaints filed pursuant to the Authorities and relating to any transit program, activity or service receiving federal financial assistance administered by the Township or its sub-recipients and contractors.

This process is optional and does not affect the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. A person may also file a complaint directly with the Federal Transit Administration at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

These procedures are part of an administrative process which does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Filing:

Any individual, group of individuals or entity that believes he, she or it has been subjected to discrimination on the basis of race, color, or national origin by the Township may file a complaint with the Township's Title VI Coordinator. The complaint must be reduced to written form and filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant. The complainant(s) must meet the following requirements:

- a. Submit the complaint in writing and signed by the complainant(s);
- b. Present the date of the alleged act of discrimination (or the date when the complainant(s) became aware of the alleged discrimination); and,
- c. Present a detailed description of the issues including name(s) and job title(s) of the person(s) committing the alleged act of discrimination.

Allegations received by fax or email will be acknowledged but will not be processed until the identity of the complainant(s) is (are) known and a signed copy of the complaint is submitted to the Township. Allegations received by telephone will be reduced to written form and provided to the complainant(s) for confirmation or revision before processing. A complaint form will be

forwarded to the complainant(s) for completing, signing and return to the Township for processing. Complainants with limited English proficiency shall be provided an interpreter to assist in completing the complaint. The Township may engage an interpreter or an interpretation services contractor as necessary to assist with taking a complaint or completing the complaint process, as necessary.

Processing:

The Township will promptly process all complaints that are fully and timely completed and submitted. Once the complaint is received, the Township will review it to determine whether:

- a. The Township has jurisdiction;
- b. The allegations involve discrimination based on race, color, or national origin;
- c. The allegations involve a federally funded transit program or activity of the Township, or a sub-recipient or contractor of the Township;
- d. The complaint is administratively complete; and,
- e. The complaint is timely.

Dismissal:

A complaint may be dismissed if:

- a. The complainant(s) request(s) withdrawal of the complaint;
- b. The complainant(s) fail(s) to respond to repeated requests for additional information needed to process complaint;
- c. The complainant(s) cannot be located after reasonable attempts; and/or,
- d. The Township determines that the complaint does not meet the requirements for filing and processing stated above.

The complainant will be notified in writing of the ground(s) for dismissal.

Investigation:

If the Township determines that jurisdiction is proper and that the complaint is administratively complete, timely and in proper form, the complainant(s) and the respondent(s) will be promptly

notified in writing of such determination. The complaint will then receive a case number and be logged into the Township's records identifying its basis (race, color, or national origin) and the alleged harm.

In cases where the Township determines to investigate the complaint, the Title VI Coordinator will promptly commence investigation of the complaint and provide the respondent(s) with the opportunity to respond to the allegations in writing. The respondent(s) will have twenty (20) calendar days from the date of the Township's written notification of its determination to furnish a written response to the allegations.

The Title VI Coordinator will use all reasonable efforts to resolve the complaint at the lowest level possible. The Title VI Investigator will make every reasonable effort to pursue a timely resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities. Within thirty (30) calendar days after the due date for the response(s) of the respondent(s), the Title VI Coordinator will prepare an investigative report including a narrative description of the incident, the identification of person(s) interviewed, any findings of fact, and any recommendations for disposition, and will review such draft report with Township legal staff.

Final Report:

If the complaint is not resolved to the mutual satisfaction of the complainant(s) and the respondent(s) within sixty (60) days after the Township's determination, the Township Title VI Coordinator's final investigative report shall be filed and recorded as hereinafter provided, and the Township will notify the parties of its findings.