

THE HARTSVILLE/TROUSDALE COUNTY GOVERNMENT

NONDISCRIMINATION COMPLAINT PROCEDURES

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by Hartsville/Trousdale County or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that **does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.**

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution, at any stage of the process. The Title VI Coordinator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Procedures

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with Hartsville/Trousdale County's Title VI Coordinator. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

1. Complaint shall be in writing and signed by the complainant(s).
2. Include the date of the alleged act of discrimination, date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct.
3. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
4. Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and their intent to proceed with the complaint have been established. **The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for Hartsville/Trousdale County to be able to process it.**
5. Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing. **A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to Hartsville/Trousdale County for processing.**

Complaints should be submitted to the Title VI Coordinator located at:

**Hartsville/Trousdale County Human Resource Office
Title VI Coordinator
328 Broadway, Rm 6
Hartsville, TN 37074
615-374-2461 x1113**

Upon receipt of the complaint, the Title VI Coordinator will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of Hartsville/Trousdale County's sub-recipients of Federal funds, Hartsville/Trousdale County will assume jurisdiction and will investigate and adjudicate the case. Complaints against Hartsville/Trousdale County will be referred to the appropriate State or Federal Agency for proper disposition pursuant to their procedures.

In order to be accepted, a complaint must meet the following criteria:

- The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- The allegation(s) must involve a covered basis such as race, color, or national origin.
- The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.

A complaint may be dismissed for the following reasons:

- The complainant requests the withdrawal of the complaint.
- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

Once Hartsville/Trousdale County decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within seven (7) calendar days. The complaint will receive a case number and will then be logged into Hartsville/Trousdale County's records identifying its basis and alleged harm.

In cases where Hartsville/Trousdale County assumes the investigation of the complaint, Hartsville/Trousdale County will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of Hartsville/Trousdale County's written notification of acceptance of the complaint to furnish his/her response to the allegations.

Hartsville/Trousdale County's final investigative report and a copy of the complaint will be forwarded to the appropriate State and Federal Agency and affected parties **within 60 calendar days** of the acceptance of the complaint.

Hartsville/Trousdale County will notify the parties of its final decision.

If complaint is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of the right to appeal.

HARTSVILLE/TROUSDALE COUNTY GOVERNMENT
TITLE VI
COMPLAINT FORM

Note: The following information is needed in order to process your complaint

*A formal complaint **must be filed within 180 days** of the occurrence of the alleged discriminatory act.

Please indicate below the basis on which you believe these alleged discriminatory actions were taken.

Race Color National Origin

Date(s) of alleged discrimination: _____

Complainant's Contact Information:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number (Home): _____ (Work): _____ (Cell): _____

Person (s) discriminated against, if different from above:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number (Home): _____ (Work): _____ (Cell): _____

Name of agency, department or program that you believe discriminated against you:

Agency or Department: _____

Name of Individual: _____

City: _____ State: _____ Zip Code: _____

Telephone Number (Home): _____ (Work): _____ (Cell): _____

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? Check all that apply.

- Federal Agency
- State Agency
- Local Agency
- Federal Court
- State Court

Provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number (Work): _____

The complaint will not be accepted if it has not been signed. Please sign and date this complaint form below. You may attach any written materials or other supporting information that you think is relevant to your complaint.

Complaint Signature

Date

Attachments: Yes No

Submit Form and any additional information to:

Hartsville/Trousdale County Mayor's Office
Title VI Coordinator
Office of Human Resources
328 Broadway, Rm 6
Hartsville, TN 37074
titlevi@trousdalecountyttn.gov

*A formal complaint must be filed within 180 days of the occurrence of the alleged discriminatory act.

* If this allegation is regarding employment discrimination, please contact the **Tennessee Human Rights Commission** or the **Equal Employment Opportunity Commission**.

* Title VI complaints may also be filed with the **Tennessee Department of Transportation, Tennessee Human Rights Commission, Federal Highway**

**Administration, Federal Transit Authority, Federal Aviation Administration,
and the U.S. Department of Justice.**

TDOT Civil Rights Division

Title VI Program Director 505 Deaderick Street,
Suite 1800

Nashville, Tennessee 37243

Phone: 615.741.3681 Toll Free: 1.888.370.3647 Fax: 615.741.3169

TN Human Rights Commission

William R. Snodgrass BLD/TN Towers, 312
Rosa Parks AVE, 23rd Floor, Nashville, TN
37243 Phone: 800.251.3589

Equal Employment Opportunity
Commission 50 Vantage Way, Suite
202

Nashville, TN 37228-9940

Phone: 800.669.4000

TTY: 800.669.6820

FHWA Office of Civil Rights

1200 New Jersey AVE, S.E., 8th Floor E81-
314 Washington, DC 20590

Phone: 202.366.0693

FTA Office of Civil
Rights Title VI Program
Coordinator East
Building, 5th Floor -TCR
1200 New Jersey AVE,
S.E., Washington, DC
20590

Phone: 888.446.4511

Federal Aviation

Administration Office of Civil
Rights

RM 1030, ACR-1

800 Independence AVE, SW

Washington, DC 20591

Phone: 888.954.8688

US Department of
Justice Civil Rights
Division

Federal Coordination and Compliance
Section, NWB 950 Pennsylvania AVE, N.W.
Washington, D.C. 20530

Phone: 202.514.0716