



City of Mesa Title VI Complaint Procedures

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

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been excluded from, denied the benefits of, or subjected to discrimination by the City in relation to any program or activity administered by the City or its sub recipients, consultants, or contractors on the basis of race, color, national origin, income status, sex, age or disability as noted below may file a written complaint with the Title VI Coordinator.

If you have any questions regarding this procedure, please contact the Title VI Coordinator, Ruth Giese, by calling 480-644-5033 or sending an email request to diversity.info@mesaaz.gov.

PROCEDURE

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 Coordinator 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. The Title VI Complaint Form is available to help meet these requirements.
- 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. The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 calendar days after the alleged violation to:

City of Mesa Title VI Coordinator, c/o Ruth Giese
PO Box 1466
Mesa, AZ 85211

2. Upon receipt of the complaint, the Title VI Coordinator will determine its jurisdiction, acceptability, need for additional information, and investigate the complaint, if accepted.

3. 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, national origin, income status, sex, age or disability.

c. The allegation must involve a City of Mesa program or activity, as a federal-aid recipient; or its sub-recipient or contractor.

4. 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.

5. The Complainant will be provided with a written acknowledgement that the City has either accepted or rejected the complaint. If accepted, complaint will be recorded identifying: Complainant's name, basis, alleged harm, race, color, sex, age, and/or disability of the Complainant.

6. An investigative report will be conducted within 90 calendar days of the accepted complaint by the Title VI Coordinator and Legal Counsel. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.

7. The Title VI Coordinator/Legal Counsel will make a determination on the disposition of the complaint. Dispositions will be stated as follows:

a. In the event the City of Mesa is in noncompliance with the Title VI regulations remedial actions will be listed.

8. Notice of the determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such an appeal. Notices of appeals are as follows:

a. The Title VI 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 Coordinator, the same complaint may be submitted to the appropriate federal agency for investigation. Contact information including agency name, telephone number, address and website, pertaining to the appropriate federal agency will be disclosed.

9. A copy of the complaint and the Title VI 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.

10. A summary of the complaint and its resolution will be included as part of the City of Mesa's Title VI annual updates.

Note: 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. The option of informal mediation meeting(s) between the affected parties and the Title VI Coordinator may be used for resolution, at any stage of the process.