

City of Farmersville

Title VI Complaint Procedure

The City is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program or activity it administers, in accordance with Title VI of the Civil Rights Act of 1964.

1. Filing a Complaint

Any person who believes they have been subjected to discrimination on the basis of race, color, or national origin in a City program or activity may file a Title VI complaint. Complaints must be submitted in writing and should include the following information:

- The complainant's name, address, and contact information
- The date(s) of the alleged act of discrimination
- A detailed description of the incident(s)
- The name(s) of the individual(s) or program(s) involved
- Any relevant documentation or supporting evidence

2. Receiving and Logging the Complaint

Upon receipt of the complaint:

- The designated Title VI Coordinator will log the complaint and acknowledge receipt within five (5) business days.
- A preliminary review will be conducted to determine whether the complaint meets the basic criteria for a Title VI claim.

3. Forwarding to Caltrans

If the complaint appears to involve a Title VI violation under federal regulations, the City will forward the complaint to Caltrans, Office of Civil Rights within ten (10) business days for processing and investigation, as required by Caltrans Title VI Program guidelines.

4. Internal Review and Cooperation

While Caltrans conducts the official investigation, the City will:

- Cooperate fully with Caltrans throughout the process
- Gather and provide any necessary documentation or information requested
- Maintain a copy of the complaint and all related materials for recordkeeping and audit purposes

5. Program Area Monitoring

To ensure ongoing compliance with Title VI:

- The City will conduct regular internal Title VI reviews of its program areas
- These reviews will assess whether any policies or practices may result in disparate impacts
- Findings will be documented and used to implement corrective actions, if necessary

6. Retaliation Prohibited

Retaliation against an individual who files a complaint or participates in the complaint process is strictly prohibited. Any such actions will be addressed promptly and may be subject to disciplinary measures.