

## **FILING A COMPLAINT**

Applicability: The complaint procedures apply to the beneficiaries of the City of Burlington's, BUS's, programs, activities, including but not limited to the public, contractors, sub-contractors, consultants, employees, and other sub-recipients of federal and state funds.

Eligibility: If any individual, group of individuals, or entity believes that they or any other program beneficiaries have been subjected to discrimination prohibited by Title VI non discrimination provisions as a recipient of benefits and /or services, or on the grounds of race, color, national origin, gender, age or disability, they may exercise the right to file a complaint with the City of Burlington, BUS. Every effort will be made to resolve complaints informally at the agency, recipient, and/or contractor level.

### Time Limitations on Filing Complaints

Title VI complaints may be filed with

- City of Burlington, Burlington Urban Service(BUS) Title VI Coordinator  
400 Washington Street  
Burlington, Iowa 52601  
319-753-8178
- Iowa Civil Rights Commission  
400 East 14<sup>th</sup> Street  
Des Moines, IA 50319  
800-457-4416
- Federal Transit Administration  
Office of Civil Rights- Attention: Title VI Program Coordinator  
400 East 14<sup>th</sup> Street SW Room 9100  
Washington, DC 20590

In all situations, City of Burlington, BUS, employees must contact the Public Works Director immediately upon receipt of a Title VI or related statutes complaint.

Complaints must be filed not later than 180 day after:

- The date of the alleged act of discrimination; or
- The date the person become aware of the alleged discrimination; or
- Where there has been a continuing course of discriminatory conduct, the date on which the conduct was discontinued.

When possible, complaints should be in writing and be signed by the complainant and/or the complainant's representative. If complainant is unable to submit a written complaint, Burlington BUS, will provide alternative modes, including but not limited to oral, electronic, telephonic or other suitable methods for submitting a complaint. The complaint must set forth as fully as possible the facts and circumstances surrounding the claimed discrimination.

A Title VI complaint form is available at the BUS office during normal business hours.

## INTERNAL COMPLAINT PROCESSING

1. The Director of Administrative Services acting as the Title VI Coordinator will review the complaint upon receipt to ensure that all information is provided, the complaint meets the 180 day filing deadline, and falls within the jurisdiction of the city.
2. The Director of Administrative Services will then investigate the complaint. Additionally, a copy of the complaint will be forwarded to the Public Works Director, City Manager and the City's Legal Counsel.
3. If the Complaint warrants a full investigation the complainant will be notified in writing by certified mail. This notice will name the investigator and/or investigating agency. The City will also notify the Iowa Civil Rights Commission of the investigation.
4. The party alleged to have acted in a discriminatory manner will also be notified by certified mail as to the complaint. This letter will also include the investigator's name and will request that this party be available for the interview.
5. Any comments or recommendation from legal counsel will be reviewed by the Title VI Coordinator.
6. Once the City of Burlington, BUS complete its investigation and is notified of the findings of the Iowa Civil Rights Commission investigative report, if any, the city will adopt a final resolution.
7. All parties will be properly notified of the outcome of the Iowa Civil Rights Commission investigation and report, if any.
8. If the complainant is not satisfied with the results of the investigation of the alleged discriminatory practice(s), she/he shall be advised of their right to appeal either the City of Burlington BUS decision or the Iowa Civil Rights Commission decision. Appeals must be filed within 180 days after the City of Burlington, BUS's final resolution. Unless new facts not previously considered are presented, reconsideration of the city's determination will not be available.

The foregoing complaint resolution procedure will be implemented in accordance with the Department of Justice guidance manual entitled, "Investigation Procedures Manual for the Investigation and Resolution of Complaints Alleging Violations of Title VI and Other Nondiscrimination Statutes," available online at:

<http://www.usdoj.gov/crt/cor/Pubs/manuals/complain.html>.

# Burlington Urban Service Complaint Form

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race		<input type="checkbox"/> Color		<input type="checkbox"/> National Origin
<input type="checkbox"/> Gender Identity		<input type="checkbox"/> Age		<input type="checkbox"/> Disability
<input type="checkbox"/> Sex		<input type="checkbox"/> Sexual Orientation		<input type="checkbox"/> Religion
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No
<b>Section V</b>				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?				
<input type="checkbox"/> Yes		<input type="checkbox"/> No		

If yes, check all that apply:	
<input type="checkbox"/> Federal Agency: _____	
<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
_____	
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
_____	
Please provide information about a contact person at the agency/court where the complaint was filed.	
<b>Name:</b>	
<b>Title:</b>	
<b>Agency:</b>	
<b>Address:</b>	
<b>Telephone:</b>	
<b>Section VI</b>	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or mail this form to:

City of Burlington, Burlington Urban Service  
 Title VI Coordinator  
 400 Washington Street  
 Burlington, Iowa 52601