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Title VI Complaint Procedure

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Any person who believes that they have been subjected to discrimination may file a written complaint with CAPCOG. Federal and state law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

A complaint form may be submitted in a written statement that contains the following information:

- a. Name, address, and telephone number of the complainant.
- b. Names of person(s) who allegedly discriminated against you, if known.
- c. Date(s) of alleged incident.
- d. Location of alleged incident.
- e. Type of alleged discrimination.
- f. Explain what happened and how you believe you were discriminated against.
- g. Name, addresses and telephone numbers of persons who may have knowledge of the event.
- h. What other information do you have that you believe is relevant to this investigation?
- i. Have you filed a complaint with CAPCOG before? If so, include: when, where and how.
- j. Complainant's signature and date.
- k. The complaint may be emailed to sjennings@capcog.org; or mailed to CAPCOG Title VI Complaint Coordinator, Director of Administration, 6800 Burleson Road, Bldg 310, Suite 165, Austin, TX 78744; or by fax to 512-916-6001.

Any and all grievances received by CAPCOG are to be brought to the attention of the Executive Director regardless of what level of authority the complaint is first received.

The Title VI Complaint Coordinator will contact the complainant in writing no later than fifteen (15) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, the Title VI Complaint Coordinator may administratively close the complaint.

The Title VI Complaint Coordinator will complete the investigation within thirty (30) days of receipt of the complaint. A written investigation report will be prepared and a closing letter will be provided to the complainant.