

## TITLE VI COMPLAINT PROCEDURES

### Scope of Title VI Complaints

No person or groups of persons shall, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by CITY, and its contractors on the grounds of race, color, or national origin.

The scope of Title VI covers all internal and external activities of CITY.

The following types of actions are prohibited under Title VI protections (See 49 C.F.R. 21.5):

- Excluding individuals or groups from participation in programs or activities
- Denying program services or benefits to individuals or groups
- Providing a different service or benefit or providing them in a manner different from what is provided to others
- Denying an opportunity to participate as a member of a planning, advisory or similar body that is an integral part of the program
- Retaliation for making a complaint or otherwise participating in any manner in an investigation or proceeding related to Title VI of the Civil Rights Act of 1964

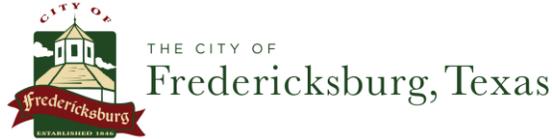
The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987. Any person who believes they, or any specific class of persons, to be subjected to prohibited discrimination based on race, color or national origin may file a written complaint individually or through a representative. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the discrimination is ongoing, or the time for filing is extended by the FHWA. Complaints related to the Federal-aid highway program may be filed with TxDOT, FHWA Division Office, the FHWA Headquarters Office of Civil Rights (HCR), the USDOT Departmental Office of Civil Rights, or the USDOJ. CITY will ensure that all complaints are sent to the appropriate authority for disposition.

Complaints alleging violations of Title VI by subrecipients may be filed by mail, fax, in person, or e-mail directly with the following local, state and federal agencies:

City of Fredericksburg  
Leticia Vacek, Title VI Coordinator  
126 W Main Street  
Fredericksburg, Texas 78624  
[lvacek@fbgtx.org](mailto:lvacek@fbgtx.org)

A complaint should contain the following information:

- A written explanation of the alleged discriminatory actions;
- The complainant's contact information including, if available: full name, postal address, phone number, and email address;
- The basis of the complaint (e.g., race, color, national origin, etc.);
- The names of specific persons and respondents (e.g., agencies/organizations) alleged to have discriminated;
- Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal financial assistance; and
- The date(s) of the alleged discriminatory act(s) and whether the alleged discrimination is on-going.



Citizens may also use the City’s Title VI Complaint Form. This document is attached as Attachment 4. Additionally, complaints filed against the subrecipient may also be filed with TxDOT or FHWA at:

**Texas Department of Transportation (TxDOT)**

Civil Rights Division  
Attn: Title VI Program Administrator  
125 E. 11st Street  
Austin, TX 78701

**Federal Highway Administration - Texas Division (FHWA)**

Attn: Civil Rights Specialist  
300 E. 8th St.  
Austin, TX 78701

**Federal Highway Administration (FHWA)**

Office of Civil Rights  
HCR-20, Room E81-320  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Complaints and investigation files are confidential. The contents of such files will only be disclosed to appropriate City personnel, state and federal authorities in accordance with Federal and State laws. FHWA makes the final decision regarding any complaint. CITY will retain files in accordance with records retention schedules and all Federal guidelines.

The City of Fredericksburg maintains a complaint log to document all activity related to the complaint. Information captured includes:

- Complainant’s name, and if provided, race, color, and national origin;
- Respondent’s name;
- Basis(es) of the discrimination complaint;
- Allegation(s)/Issue(s) surrounding the discrimination complaint;
- Date the discrimination complaint was filed;
- Date the investigation was complete;
- Disposition;
- Disposition date; and
- Other pertinent information.