

APPENDIX D - TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

These procedures apply to complaints alleging discrimination based on race, color, or national origin in a City program or activity subject to Title VI.

1. A complaint should be received no more than 180 calendar days after the alleged discriminatory act unless the processing agency extends the filing period.
2. A complaint should be in writing and signed. It may be filed by mail, in person, or email. It should identify the complainant; contact information; basis of discrimination; respondent/persons involved; program/activity; date(s); whether the conduct is ongoing; and sufficient facts to explain the alleged discrimination.
3. Complaints may be submitted to Teresa Johnson, City Secretary / City Administrator / Title VI Coordinator, City of Gordon, P.O. Box 227, Gordon, Texas 76453; delivered to 105 S. Main St.; or submitted through an available City email/website method. Assistance is available at 254-693-5676.
4. If a complainant cannot prepare a written complaint, the Coordinator may transcribe allegations provided by telephone or in person and send the written version to the complainant for correction and signature.
5. Within ten (10) business days after receipt, correspondence informing the complainant of the status, referral, or next step will be sent by the City of Gordon or by the other agency receiving or processing the complaint, as applicable.
6. The Coordinator will date-stamp the complaint, enter it in the confidential complaint log, preserve the original and supporting documents, and notify the Mayor.
7. For complaints involving FHWA-funded programs or activities, complaints received by the City will be forwarded to the TxDOT Civil Rights Division. TxDOT will forward the complaint to the FHWA Texas Division Office with a preliminary processing recommendation, and the FHWA Texas Division will forward it to FHWA Headquarters Office of Civil Rights (HCR).
8. FHWA HCR is responsible for determinations whether to accept, dismiss, conduct preliminary review of, or transfer/refer an FHWA Title VI complaint. The City will not make those determinations.
9. FHWA HCR is responsible for investigation of FHWA Title VI complaints and may delegate an investigation to TxDOT. If delegated, the City will cooperate with requests for records, interviews, site information, and other evidence.
10. Potential processing outcomes include acceptance for investigation; preliminary review to obtain additional information; procedural dismissal; or referral/dismissal when FHWA lacks jurisdiction.
11. The City will not retaliate against any person for filing a complaint, participating in an investigation, providing information, or exercising rights protected by Title VI.
12. The Coordinator will document referral, jurisdiction, status, disposition, disposition date, corrective action if applicable, and closure in the complaint log and retain records in accordance with applicable retention requirements.

Alternative Filing

A complainant may file directly with the Federal Highway Administration, U.S. Department of Transportation Office of Civil Rights, HCR-20, 1200 New Jersey Avenue, SE, Washington, DC 20590, or with the Texas Department of Transportation, Civil Rights Division, Attn: Title VI Program Manager, 125 E. 11th Street, Austin, Texas 78701.