

TITLE VI – CIVIL RIGHTS ACT OF 1964
Town of Platteville – Complaint Procedures

Title VI of the Civil Rights Act of 1964 ("Title VI") prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. It is the policy of the Town of Platteville (the "Town") to use best efforts to ensure that all Town programs, services, activities, and benefits are implemented without discrimination.

This notice provides information on the procedures for filing complaints alleging discrimination on the basis of race, color or national origin. Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin related to the use and enjoyment of Town programs, services, activities, and benefits, may file a written complaint with the Town's Title VI Coordinator, the Federal Transit Authority (FTA), the U.S. Department of Transportation (USDOT), or the United States Department of Justice (USDOJ).

The Town prohibits intimidation, coercion, retaliation, or engagement in other discriminatory conduct against any individual or group because a complaint was submitted to exercise their rights as protected by Title VI.

Complaint Procedures

These procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination based upon race, color, or national origin.

These procedures do not deny or waive the right of the Complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of an informal meeting(s) between the affected parties and the Title VI Coordinator may be utilized for resolution. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI may file a complaint.

The following measures will be taken to resolve Title VI complaints:

(1) A formal complaint must be filed within one hundred eighty (180) calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual, or his or her representative, and will include: the Complainant's name, address and telephone number; name of alleged discriminating official; the basis of complaint; and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

(2) In the case where the Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Coordinator, or his or her designee. Under these circumstances, the Complainant will be interviewed, and the Title

VI Coordinator, or his or her designee, will assist the Complainant in converting the verbal allegations to writing.

(3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant within thirty (30) calendar days by registered mail. The Title VI Coordinator will attempt to discuss the complaint with the Complainant, the person or persons alleged to have acted discriminatorily (the "Respondent(s)"), and any Town staff members or others who are concerned with the complaint and will attempt to reach an informal resolution with the Complainant.

(4) If the complaint has investigative merit, the Title VI Coordinator will fully investigate the complaint. The Title VI Coordinator may consult with counsel for the Town regarding the allegations and to facilitate any investigation. A complete investigation will be conducted, and an investigative report will be submitted to the Complainant and the Respondent by the Title VI Coordinator within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the Complainant and the Respondent, and an extension will be requested.

(5) If the Title VI Coordinator's final response does not resolve the matter, the Complainant or authorized representative may appeal the decision of the Title VI Coordinator, in writing, to the Platteville Town Manager. The Complainant shall file his or her appeal, including a detailed description of its basis, no later than thirty (30) calendar days after the date of the Title VI Coordinator's final response. Within thirty (30) calendar days after receipt of the appeal, the Town Manager will designate a third party (not a Town employee) to act as an appeal officer (the "Appeal Officer"). The Appeal Officer shall attempt to meet with the Complainant and the Respondent to discuss the complaint and possible resolutions. The Appeal Officer will be an attorney or someone who is well-versed in Title VI law, rules and regulations. Within forty-five (45) calendar days after the filing of the appeal, the Appeal Officer shall respond, with a final resolution of the complaint. A copy of the final resolution will be sent to the Complainant, the Respondent and the Town Manager, and the Title VI Coordinator.

(6) The Title VI Coordinator, the Town Manager, and the Appeal Officer may extend the post-filing deadlines noted herein for good cause and with notification to the Complainant and the Respondent. The requirement that a formal complaint be filed within one hundred eighty (180) calendar days of the alleged occurrence shall not be extended for any reason.