

City of East Point
Title VI Public Notice
Of
Rights and Complaints Process

City of East Point

TITLE VI PUBLIC NOTICE OF RIGHTS AND COMPLAINT PROCESS

Public Notice of Rights

The following statement shall be posted on site in the City of East Point's Public Works Department and displayed on the City's website and other appropriate materials made available to the public. Translation of all materials is available upon request.

Non-Discrimination – Your Rights Under Title VI of the Civil Rights Act of 1964

The United States Department of Transportation (DOT) ensures full compliance with Title VI of the Civil Rights Act of 1964 by prohibiting discrimination against any person on the basis of race, color or national origin in the provisions of benefits and services resulting from federally assisted programs and activities. Any person who believes their rights have been violated should contact the City Manager's Office at 404-270-7017. Title VI policy and complaint procedures shall be made available upon request by contacting the City Manager's Office. For Federal Title VI information please contact the Federal Transit Administration (FTA), Region IV at 404-865-5600. Federal Title VI information, including filing complaints can also be accessed on the FTA website at www.transit.dot.gov

Title VI is a section of the Civil Rights Act of 1964 which states: "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance".

Title VI Information and the City of East Point's Complaint Process may be obtained upon request

The City of East Point grants to all citizens equal access to all its transportation services. It is further intended that all citizens are made aware of their rights to such access. Information and materials are designed as educational tools that will increase the understanding of civil rights laws that protect the benefits of Title VI of the Civil Rights Act of 1964 and the services provided by the City of East Point.

NOVEMBER 22, 2021

City of East Point's Title VI Complaint and Investigation Process

Purpose of the Process: The complaint process was developed to cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by the City of East Point.

The complaint procedure does not deny 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 a meeting between the affected party and the City of East Point may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

Resolution of Title VI Complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints are to be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint, and the date of alleged act. A statement detailing the facts and circumstances of the alleged discrimination must accompany the complaint. Resolutions to complaints are most likely when they are immediately brought to the attention of the City of East Point administration. Timely filing of complaint leads to timely resolution.

The City of East Point's complaint form is available, and individuals are encouraged to use the form when filing official complaints. Complaint forms should be sent to:

City of East Point City Manager
Attn: Title VI
2757 East Point Street
East Point, Georgia 30344

2. In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the City's EEO Representative. Under these circumstances, the Complainant will be interviewed, and the EEO Representative may assist the Complainant in writing the allegation.
3. When a complaint is received, the City of East Point will provide written acknowledgement to the Complainant within thirty-(30) days, by registered mail.
4. If a complaint is incomplete, additional information may be requested and the Complainant will be provided sixty – (60) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within thirty (30) business days from receipt of a complete complaint, the City of East Point will determine its jurisdiction in pursuing the matter and whether the complaint has enough merit to warrant an investigation. Within ten (10) days of this decision,

the City of East Point City Manager or his designee will notify the Complainant and Respondent by registered mail informing them of the disposition.

- a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated the notification shall state, the grounds of the City of East Point's jurisdiction while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
6. When the City of East Point does not have enough jurisdiction the City of East Point may refer the complaint to the appropriate agency with the appropriate jurisdiction (i.e., State or Federal agency).
7. If the complaint has investigative merit, the complaint will be fully investigated. A complete investigation will be conducted, and an investigative report will be submitted to the City of East Point City Manager within sixty (60) days from the 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 Complainant will be notified of the extension and the reason.
8. The City of East Point will issue letters of finding to the Complainant and Respondent within ninety (90) days from receipt of the complaint.
9. If the Complainant is dissatisfied with the City of East Point's resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration
Region IV
230 Peachtree Street, NW
Suite 1400
Attn: Civil Rights Officer
Atlanta, Georgia 30303
404-865-5600

FTA Complaint procedures can also be found on the FTA website at www.fta.dot.gov. These procedures are also outlined in FTA Circular 4704.1A.

CITY OF EAST POINT COMPLAINT FORM

Instructions: If you want to submit a Title VI complaint to the City of East Point, please complete the form below and send it to: City of East Point: Attn: Title VI 2757 East Point Street, 30344. For questions or a full copy of the City of East Point's Title VI Policy and Complaint Procedures call _____.

1. Name (Complainant):	
2. Phone:	3. Home address (street no., city, state, zip)
4. If applicable, name of person(s) who allegedly discriminated against you:	
5. Location and position of person(s) if known:	6. Date of incident:
7. Describe discrimination cause:	
<p>8. I believe the discrimination I experienced was based on (check all that apply)</p> <p style="margin-left: 40px;"> <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin </p> <p style="margin-left: 40px;">Date of alleged discrimination (Month, Day, Year) _____</p> <p style="margin-left: 40px;">Explain as briefly and clearly as possible what happened and why you believe you were discriminated against. Indicate who was involved. Be sure to include how others were treated differently than you. Attach any written material related to your incident.</p>	
9. Why do you think these events occurred?	
10. Do you have additional information that is relevant to the investigation?	

11. How can this issue(s) be resolved to your satisfaction?		
12. Please list individuals who witnessed or have knowledge of your complaint:		
Name:	Address:	Phone:
13. Has this complaint been filed with an agency or with a federal or state court? If yes, check all that apply: <input type="checkbox"/> Local Agency <input type="checkbox"/> State Agency <input type="checkbox"/> Federal Agency <input type="checkbox"/> State Court <input type="checkbox"/> Federal Court If filed with an agency and or court, please provide information about a contact person at the agency/court where the complaint was filed. Agency/Court_____ Contact's Name_____ Address_____ Phone Number_____		
Signature of Complainant_____ Date of filing_____		