Title VI Complaint Procedure

This Complaint Procedure is established to meet the requirements of the Title VI of the Civil Rights Act of 1964. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of race, color, sex, age, disability, or national origin in the provision of services, activities, programs, or benefits by the City of Carrollton. The city's Administrative Directives govern employment-related complaints of discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem including whether it is related to race, color, sex, age, disability or national origin. Alternative means of filing complaints will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 calendar days after the alleged violation to:

Laurie Wilson
City Secretary/Admin Services Director
City of Carrollton
1945 East Jackson Road
Carrollton, TX 75006
972-466-3005
Email: laurie.wilson@cityofcarrollton.com

Within 15 calendar days after receipt of the complaint, the Title VI Coordinator or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Title VI Coordinator or his/her designee will respond in writing, and where appropriate, in a format accessible to the complainant. The response will explain the position of the City of Carrollton and offer options for substantive resolution of the complaint.

If the complaint is related to transportation, then the City shall forward the complaint to TxDOT within 10 days.

If the response by the Title VI Coordinator or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the City Manager of his/her designee.

Within 15 calendar days after receipt of the appeal, the City Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the City Manager or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Title VI Coordinator or his/her designee, appeals to the City Manager or his/her designee, and responses from these two offices will be retained by the City of Carrollton for at least three years.

If the City of Carrollton has discriminated against you, please fill out attached form and mail or e-mail to the Title VI Coordinator listed above.

CARROLLTON
TEXAS

Title VI Complaint Form

Complainant Name (first and last): _____

Address: _____
_____
_____
_____

Home Phone: _____

Cell Phone: _____

Date of incident: _____

Location of incident: _____

Race (*optional*): _____ Color (*optional*): _____

Sex (*optional*): _____ Age (*optional*): _____

Disability (*optional*): _____ National Origin (*optional*): _____

Description of incident (to include whether it is related to race, color, sex or national origin):

_____
_____
_____
_____
_____
_____
_____
_____

NOTE: Must be submitted as soon as possible but no later than 180 calendar days after the alleged violation.