



TITLE VI COMPLAINT PROCEDURE

If a person believes that he/she or a specific class of persons has been discriminated against by the City of Las Vegas on the basis of race, color, or national origin, such person has the right to file a complaint with the Title VI Coordinator.

In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:

- a. The date of the alleged act of discrimination; or*
- b. Where there has been a continuing course of conduct, the date on which that conduct was discontinued.*

*Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative on the **City of Las Vegas Title VI/EEO Civil Rights Complaint Form** (hereinafter referred to as "Complaint Form;" see Appendix). The Complaint Form contains the name, address, and contact information of the Complainant and should contain as much information as possible concerning the alleged violation, including location, date, and description of the problem or incident. It may be necessary to share some or all information, including the identity of the person completing the Complaint Form in order to resolve the complaint.*

Within 30 days of receiving the written complaint, the Title VI Coordinator will notify the Complainant of its receipt. The Title VI Coordinator will attempt to discuss the complaint with the Complainant and any City of Las Vegas employees or others who are concerned with the complaint and will attempt to resolve the complaint informally.

If the Title VI Coordinator determines further investigation is warranted, he/she shall mail to the Complainant notice that the investigation is continuing. If appropriate, the Title VI Coordinator may also arrange to meet with the Complainant to discuss the matter and

possible resolution. If the matter is not resolved informally, the Title VI Coordinator shall respond with his/her final response, in writing, within forty-five (45) calendar days after the notice of continuing investigation is sent to the Complainant.

Appeals Process

If the Title VI Coordinator's final response does not satisfactorily resolve the matter, the Complainant or authorized representative may appeal the decision of the Title VI Coordinator, in writing, to the Title VI Liaison Officer, City of Las Vegas, 495 S. Main St., Las Vegas, NV 89101.

Complainant shall file his/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 Title VI Liaison Officer will contact the City Attorney to designate an attorney to act as appeal officer (the "Appeal Officer").

The Appeal Officer shall attempt to meet with the Complainant 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) days calendar days after the filing of the appeal, the Appeal Officer shall respond, with a final resolution of the complaint.

At that point, the Complainant may investigate his/her options for further action, including but not limited to those described above.

The Title VI Coordinator, the City Manager or his/her designee and the Appeal Officer may extend the deadlines noted herein for cause and with notification to the complainant.

If a person believes he/she has been discriminated against in violation of Title VI, such person also has the right to file a grievance with an external entity such as the federal agency providing federal assistance to the City of Las Vegas related to the program, service or activity of concern or with the United States Department of Justice. For more information about filing a Title VI complaint, visit the U.S. Department of Justice website at this address: <http://www.justice.gov/crt/complaint>.

For the Title VI complaints:

Federal Coordination and Compliance Section- NWB
Civil Rights Division- US Department of Justice
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20530
(888) 848-5306- English and Spanish (ingles y español)
((202) 307-2678 (TDD)

The City of Las Vegas Title VI Coordinator will maintain the following materials for a period of three (3) years: (1) written complaints received by the Title VI Coordinator; (2) final response of the Title VI Coordinator; (3) final resolutions by the Appeals Officer.