

TOWN OF GARDNERVILLE

Title VI

Complaint Procedures

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with the Nevada Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Procedure

1. Any person who believes that they have been subjected to discrimination may file a written complaint with the Town of Gardnerville (TOWN). Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.
2. The complainant may download the complaint form from Gardnerville-nv.gov or request the complaint form from the town office. The complainant may also submit a written statement to the town that contains all of the information identified in Section 3 a through f below.
3. The complaint will include the following information:
 - a. Name, address, and telephone number of the complainant.
 - b. The basis of the complaint; i.e., race, color, national origin, or Limited English Proficiency.
 - c. The date or dates on which the alleged discriminatory event or events occurred.
 - d. The nature of the incident that led the complainant to feel discrimination was a factor.
 - e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
 - f. Other agencies or courts where complaint may have been filed and a contact name.
 - g. Complainant's signature and date.
 - h. If the complainant is unable to write a complaint, Customer Service staff will assist the complainant. If requested by complainant, Customer Service will provide a language or sign interpreter.
 - i. The complaint may be sent or faxed to the following address:

Town of Gardnerville
1407 Highway 395 North

Gardnerville, NV 89410
(775) 782-7134 (775) 782-7134 (fax)

j. The complaint may be sent via email to townofgardnerville@gmail.com

k. Complainants have the right to complain directly to the appropriate federal agency however, they must do so within one-hundred eighty (180) calendar days of the last alleged incident.

4. The TOWN will begin an investigation within fifteen (15) working days of receipt of a complaint.
5. The TOWN will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, the TOWN may administratively close the complaint.
6. The TOWN will complete the investigation within ninety (90) days of receipt of the complaint. A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings and recommendations for disposition.
7. The TOWN's Manager (OR others as designated) will review the report. A closing letter and exit interview will be provided to the complainant. The respondent will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to respond. If either party responds negatively or has additional information to provide, an informal meeting will be arranged by the town Manager (or other as designated). If neither party responds, the complaint will be closed.
8. The investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency, the complainant and the respondent.
9. The TOWN will advise complainants of their appeal rights to the appropriate federal agency.

Town of Gardnerville (TOWN)

Title VI Complaint Form

Title VI of the Civil Rights Act of 1964 states "No person in the United States shall, on the ground 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. Please provide the following information necessary in order to process your complaint. Assistance is available upon request. You may contact the Town to receive communication in an alternate format. Complete this form and mail or deliver to: Town of Gardnerville, 1407 Hwy 395 N., Gardnerville, NV 89410. Contact the TOWN via phone at (775) 782-7134 or via email at townofgardnerville@gmail.com

1. Complainant's Name: _____

2. Address: _____

3. City: _____ State: _____ Zip Code: _____

4. Telephone No. (Home): _____ (Business): _____

5. Person discriminated against (if other than complainant)

Name: _____

Address: _____ City: _____

_____ State: _____ Zip Code: _____

6. What was the discrimination based on? (Check all that apply):

a. _____ Race

b. _____ Color

c. _____ National Origin

d. _____ Limited English Proficiency

7. Date of incident resulting in discrimination: _____

8. Describe how you were discriminated against. What happened and who was responsible?
(For additional space, attach additional sheets of paper or use back of form.)

9. Did you file this complaint with another federal, state, or local agency; or with a federal or state court? (Check appropriate space) Yes _____ No _____

If answer is yes, check each agency complaint was filed with:

Federal Agency _____ Federal Court _____ State Agency _____
State Court _____ Local Agency _____ Other _____

10. Provide contact person information for the agency you also filed the complaint with:

Name: _____

Address: _____ City: _____

_____ State: _____ Zip Code: _____

Date Filed: _____

11. Sign the complaint in space below.

Attach any documents you believe supports your complaint.

Complainant's Signature

Signature Date