

# Procedures for Processing Title VI External Discrimination Complaints

## City of San Antonio

The following is the City of San Antonio's complaint policies and procedures for Title VI transportation related programs, projects, or activities known as Methods of Administration (MOA):

- a. Any person, or any specific class of persons, who believes s/he has been subjected to discrimination because of race, color, or national origin, may personally, or through a representative, file a written complaint with the Title VI Coordinator.
- b. The time period for filing the complaint shall be no less than 180 calendar days from the date of the alleged discriminatory act(s).
- c. The City Manager, or Designee, may extend the time for filing a discrimination complaint.
- d. Transportation related external discrimination complaints will be forwarded to the Texas Department of Transportation Office of Civil Rights within 10 calendar days of receipt.
- e. The Title VI Coordinator shall direct and oversee a prompt and thorough investigation of the allegations in the complaint and formulate a conclusion within 10 calendar days of receipt.
- f. Upon completion of the investigation, the Title VI Coordinator shall forward the conclusion to the Director of the Title VI Coordinator's Department (Director).
- g. Based on the findings of the investigation, the Director shall determine within 10 days of receipt of the Title VI Coordinator's conclusion, whether there is reasonable cause to believe the alleged discrimination has occurred
- h. If the Director determines there is reasonable cause to believe discrimination occurred, the City will take all necessary action(s) to correct the alleged discriminatory practice(s).
- i. If the Director determines there is not reasonable cause to believe discrimination occurred, the complainant shall be informed within 3 days of the adverse ruling and may appeal the decision within 15 days of the notification to the Deputy City Manager or Assistant City Manager who supervises the Department where the Title VI Coordinator is located.
- j. Records will be maintained which show the nature of the complaint, the details of the investigation, and the action(s) taken by the City.
- k. The appropriate Deputy or Assistant City Manager will be informed of the complaint by copy of the appropriate complaint correspondence or other appropriate means.

No person who has filed a complaint, testified, assisted, or participated in any manner in the investigation of a complaint, shall be intimidated, threatened, coerced, or discriminated against in retaliation for such participation.