



CITY OF SUGAR LAND

Discrimination Complaint Procedure

It is the policy of the City of Sugar Land (City) to employ its best efforts to ensure that all programs, services, activities and benefits are implemented without discrimination. This document outlines the steps for investigating complaints alleging discrimination on the basis of race, color or national origin in transportation related projects.

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color or national origin may file a written complaint with the City of Sugar Land or with the Federal Highway Administration of the U.S. Department of Transportation. Furthermore, the City prohibits intimidation, coercion, or engagement in other discriminatory conduct against anyone because he or she has filed a complaint to secure rights protected by Title VI. Complaints to the City may be through regular or registered mail, by fax or delivered in person. Complaints should be sent to the Title VI Coordinator or to the City Manager's Office, City of Sugar Land, 2700 Town Center Blvd. North, Sugar Land, Texas 77479. The Federal Highway Administration's address is FHWA Headquarters Office of Civil Rights, 1200 New Jersey Avenue, SE (HCR-40) Washington, DC 20590, Telephone 202-366-4000.

Complaint Processing: The City will ensure that all complaints of discrimination are promptly investigated. All external discrimination complaints filed under Title VI against the City in which the City or its sub-recipients are named as the respondent will be forwarded to TxDOT for investigation within 10 calendar days. Additionally, all complaints filed against the City, as a Federal aid sub-recipient of transportation related grants, and contractors performing work for the City shall be investigated by the City's Title VI Coordinator to determine validity and severity of the complaint.

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

- The date of the alleged act of discrimination; or
- The date the person(s) became aware of the alleged act(s) of discrimination; or
- Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

To the greatest extent possible, all complaints written in a language other than English will be translated and responded to in the same language that it was received. Documentation regarding any attempts and outcomes that were made to resolve the complaint issue(s) prior to the initial receipt of the written complaint will be summarized in the report of findings.

Conduct of Investigations: Once it is determined that a complaint warrants further investigation, the Title VI Coordinator will conduct a factual investigation to determine whether the action at issue constitutes discrimination based on race, sex, color, age, national origin, or handicap.

The Title VI Coordinator will:

- Initiate the investigation within 10 workdays of receiving the assignment to set up an interview
- Inform the complainant of his/her rights including the right to have a witness or representative present during the interview and submit any documentation he/she perceives as relevant to proving his/her complaint
- Determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned
- At the conclusion of the investigation, prepare a final report for City management within 120 calendar days of the date the complaint was received by the City.

At a minimum, the report will include:

- Summary of the complaint
- A statement of the issues raised by the complainant and the respondent's reply to each of the allegations
- Citations of relevant Federal, State, and Local Laws, rules, regulations, and guidelines influencing the decision
- Description of the investigation, including a list of the persons contacted and a summary of the interviews conducted
- A statement of the investigator's findings and recommendations

If based on its investigation the City concludes that there is no discrimination, the complaint will be dismissed.

The City will complete an investigation within 120 days of receipt of the complaint. If additional time for the investigation is needed, the complainant will be contacted. A written report will be prepared by the Title VI Coordinator at the conclusion of the investigation.

Appeals Procedures: The complainant has the right to appeal all written reports to the City Manager and/or TxDOT. This appeal must be made in writing to the City Manager within 30 days of receipt of the Title VI Coordinator's final report. The appeal must specifically cite the portion(s) of the finding with which the complainant disagrees and his/her reason(s) for the disagreement. The Title VI Coordinator will forward this appeal within 15 calendar days to the City Manager and/or TxDOT depending on agency to which the appeal is made. After a review of the entire record a written final determination will be made within 60 days.