

## **Title VI Complaint Procedure**

The **Concho Valley Economic Development District's** Title VI Complaint Procedure is made available in the following locations: (*check all that apply*)

- X - Agency website: [http://www.cvcog.org/cvcog/regional\\_services.html](http://www.cvcog.org/cvcog/regional_services.html).
  - X - Hard copy in the central office: CVCOG 5430 Link Rd., San Angelo, TX
  - X - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
  - X - Other, email: [erinm@cvcog.org](mailto:erinm@cvcog.org)      Subject: Title VI Complaint form
- 
- 

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **Concho Valley Economic Development District** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: [www.cvcog.org](http://www.cvcog.org), or requested at: 5430 Link Rd., San Angelo, TX 76904

The **Concho Valley Economic Development District** investigates complaints received no more than 180 days after the alleged incident. The **Concho Valley Economic Development District** will process complaints that are complete.

Once the complaint is received, the **Concho Valley Economic Development District**, will review it to determine if our office has jurisdiction. Once a complaint has been received the **Concho Valley Economic Development District** will notify, by email or fax, the TXDOT Public Transportation Coordinator within 10 working days of the receipt of the complaint. A copy of each Title VI complaint received will be forwarded, via paper or electronic copy, to the TXDOT Public Transportation Coordinator. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **Concho Valley Economic Development District** has 14 business days to investigate the complaint. If more information is needed to resolve the case, **Concho Valley Economic Development District** may contact the complainant.

The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 14 business days, **Concho Valley Economic Development District** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff members, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 1-877-947-8729. Si necesita información en otro idioma, póngase en contacto con 1-877-947-8729.