

Title VI Complaint Procedure

Duval County's Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- Agency website [www.co.duval.tx.us]
 - Hard copy in the central office (400 E. Gravis San Diego, Texas 78384)
 - Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
 - Other, _____
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Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by **Duval County** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: www.co.duval.tx.us, or requested at: 400 E. Gravis San Diego, Texas 78384

Duval County investigates complaints received no more than 180 days after the alleged incident. The **Duval County** will process complaints that are complete.

Once the complaint is received, **Duval County** will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Duval County has 60 days to investigate the complaint. If more information is needed to resolve the case, **Duval County** 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 10 business days, **Duval County** 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 member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 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 361-279-6224. Si require informacion en otro lenguaje, contacte 361-279-6224.