



## Title VI Complaint Procedure

1. All complaints received by the City of Davenport regarding Transit operations shall be resolved internally by Transit management **or** forwarded to the City's Title VI Coordinator for resolution if the complaint involves a Title VI issue. The City of Davenport's Title VI Coordinator is the Human Resources Manager.
2. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the complainant shall be permitted to do so, and the complaint shall follow the process for written complaints.
3. Once a formal complaint has been received, it will be reviewed by the Title VI Coordinator. In instances where additional information is needed, the complainant will be contacted by phone or in writing.

The City's Title VI Coordinator will make sure every complaint contains the following information:

- i. Name, Address, and phone number/email address of complainant
- ii. Basis of Complaint
- iii. Date of alleged discriminatory act(s)
- iv. Date complaint is received in writing by the City
- v. A statement regarding the outcome of every complaint, including any actions taken by the City of Davenport

Within thirty (30) days of receiving a Title VI complaint, the Title VI Coordinator will acknowledge the complaint and begin their investigation. The Title VI Coordinator will respond to the complainant within 150 days of beginning the investigation with a written notification of their final decision.

The final decision shall include a statement regarding the outcome of the complaint, including any actions taken by the City of Davenport.

The notification will advise the complainant if they disagree with the decision they can appeal the decision to the Corporation Counsel of the City, or their

designee, at: City of Davenport, Attn: Legal Department/Corporation Counsel, 226 W. 4th Street, Davenport, Iowa 52801.

4. The Title VI Coordinator shall maintain a log of Title VI complaints received, including date the complaint was filed, a summary of the allegations, the status of the complaint and actions taken by the City in response to the complaint. Should the City receive a Title VI complaint in the form of a formal charge or lawsuit, the complaint will be forwarded to the Legal Department.
5. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC, 20590 816-329-3770 within 180 days of the alleged discrimination.