

# Title VI & ADA Complaint Procedures

## RECEIPT OF COMPLAINT

A written complaint is received, entered into tracking database, and forwarded to the applicable funding agency.

## INITIAL REVIEW AND WRITTEN RESPONSE

Initial review initiated. Applicable initial written response will be sent to complainant and applicable funding agency within 10 days of when complaint is received.

Complete complaint and consent forms?

Yes

In NCTCOG jurisdiction?

Yes

< 180 calendar days since alleged occurrence?

Yes

No

No

No

INITIAL WRITTEN RESPONSE WITHIN 10 DAYS. Confirm receipt of complaint. Request additional information.

INITIAL WRITTEN RESPONSE WITHIN 10 DAYS OF RECEIPT OF COMPLETE COMPLAINT. Referred to another agency. Complaint closed at NCTCOG. Forward complaint form and written response(s) to the applicable funding agency.

INITIAL WRITTEN RESPONSE WITHIN 10 DAYS OF RECEIPT OF COMPLETE COMPLAINT. Complaint closed. Forward complaint form and written response(s) to the applicable funding agency.

Requested information received within 30 days?

Yes

No

Complaint may be closed.

INITIAL OR FOLLOW-UP WRITTEN RESPONSE WITHIN 10 DAYS OF RECEIPT OF COMPLETE COMPLAINT. Confirm receipt of complete complaint. Forward complaint form and written response(s) to applicable funding agency. Commence to Investigation of Complaint.

## INVESTIGATION OF COMPLAINT

Completed within 80 days of receiving complete complaint unless facts and circumstances warrant otherwise. Determination of whether a Title VI or ADA violation occurred summarized and report submitted to Executive Director.

## NOTIFICATION OF DETERMINATION

Written notification of investigation determination will be sent to complainant and applicable funding agency within 14 days of completion of an investigation.

Did Title VI or ADA violation occur?

No

Yes

WRITTEN NOTIFICATION OF DETERMINATION WITHIN 14 DAYS OF COMPLETION OF INVESTIGATION. Explains that there were no violations and advises complainant of appeal right. The finding will be forwarded to applicable funding agency.

WRITTEN NOTIFICATION OF DETERMINATION WITHIN 14 DAYS OF COMPLETION OF INVESTIGATION. Includes proposed course of action to address findings. The findings will be forwarded to applicable funding agency.