

## **Town of Manchester Connecticut Title VI Complaint Procedure**

### **How To File a Title VI Complaint**

The complainant may file a signed, written complaint up to 30 days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address and how to contact you (i.e. telephone number, e-mail address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information you deem significant.

The Title VI complaint form may be used to submit the complaint information. The complaint must be filed in writing (no facsimiles) with the Town of Manchester at the following address:

Janette Devendorf, Title VI Coordinator  
Town of Manchester  
Human Resources Department  
41 Center Street  
Manchester, Ct. 06040

### **What happens to the Complaint After It Is Submitted?**

All complaints alleging discrimination in a service or benefit provided by the Town of Manchester will be directly addressed by the Town of Manchester. The Town shall also provide appropriate assistance to complainants including those persons with disabilities or who are limited in their ability to communicate in English. Additionally, the Town will make every effort to address all complaints in an expeditious and thorough manner. A letter acknowledging receipt of complaint will be mailed within thirty (30) days.

### **How Will The Complainant Be Notified of the Outcome of the Complaint?**

The Town will send a final written response letter to the complainant. If the letter notifies the complainant that the complaint is not substantiated, the complainant will also be advised of his or her right to appeal within seven (7) calendar days of receipt of the final written decision from the Town and/or that he or she may file complaint with the U.S. Department of Transportation or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints.

A complainant may also file a Title VI complaint with the following:

Federal Transit Administration Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Ave., SE  
Washington, D.C. 20590