

CITY OF MARSHFIELD, WISCONSIN POLICIES AND PROCEDURES

1. COMMON COUNCIL 4. FINANCIAL

2. ADMINISTRATIVE 5. PUBLIC WORKS

3. PERSONNEL 6. PARKS AND RECREATION

CHAPTER: Customer Service

SUBJECT: Title VI Customer Complaint Procedures

POLICY NUMBER: 1.320

PAGES: 4

EFFECTIVE DATE: April 10, 2012

REVISION DATE:

DEPARTMENTS OF PRIMARY RESPONSIBILITY: Mayor and City Administrator

Special Notes: This policy/procedure manual does not in any way constitute an employment contract and the City of Marshfield reserves the right to amend this manual at any time subject only to approval by the Common Council.

I. Statement of Purpose

The City of Marshfield operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Marshfield.

II. Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Marshfield may file a Title VI complaint by completing and submitting the City's Title VI complaint form.

The City of Marshfield investigates complaints received no more than 180 days after the alleged incident. The City of Marshfield will process complaints that are complete.

Once the complaint is received, the City of Marshfield will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The City of Marshfield has 90 days to investigate the complaint. If more information is needed to resolve the case, the City of Marshfield 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 20 business days, the City of Marshfield 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 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. An 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 Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590.

CITY OF MARSHFIELD

TITLE VI COMPLAINT FORM

Section I:				
Name:				
Address:				
Telephone (Home):		Telephone (Work):		
Electronic Mail Address:				
Accessible Format	Large Print		Audio Tape	
Requirements?	TDD		Other	
Section II:				·
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to	this question, go to Section	on III.		
If not, please supply the na whom you are complaining	y.	e person for		
Please explain why you ha	ve filed for a third party:			
Please confirm that you have obtained the permission of aggrieved party if you are filing on behalf of a third part			Yes	No
Section III:				
I believe the discrimination [] National Origin Date of clearly as possible what has persons who were involved discriminated against you commore space is needed, pleated.	f Alleged Discrimination ppened and why you belid. Include the name and c (if known) as well as name	(Month, Day eve you wer ontact inform es and conta	y, Year): e discriminated againation of the person	Explain as inst. Describe all (s) who

Section IV					
Have you previously filed a Title VI complaint with this agency?	Yes	No			
Section V					
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [] Yes; [] No					
If yes, check all that apply: [] Federal Agency; [] Federal Court; [] State Agency; [] State Court; [] Local Agency					
Please provide information about a contact person at the agency/court where the complaint was filed.					
Name:					
Title:					
Agency:					
Address:					
Telephone:					
Section VI					
Name of agency complaint is against:					
Contact person:					
Title:					
Telephone number:					

You may attach any written materials or other information that you think is relevant to your complaint. Signature and date required below.

Signature Date

Please submit this form in person at the address below, or mail this form to: City of Marshfield, Mayor, 630 South Central Avenue, PO Box 727, Marshfield, WI 54449