

City of Norman Title VI Complaint Procedures

The following procedures cover all complaints under Title VI of the Civil Rights Act of 1964, Executive Order 12898 “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” (1994), and Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency” (2000), for alleged discrimination in any program or activity administered by the City of Norman.

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. The complainant or his/her representative shall complete and sign the City of Norman Title VI Complaint Form. A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
 - If a complainant is unable to provide a written statement, a verbal complaint of the alleged discrimination may be made to the City of Norman Title VI Coordinator who will interview the complainant and assist the complainant in converting the verbal allegations to writing.
2. Within ten (10) working days of receiving a complaint, the Title VI Coordinator will notify the complainant in writing that the complaint was received.
 - If a complaint is incomplete, the Title VI Coordinator will request that the complainant submit additional information within thirty (30) days. Failure to do so may be considered good cause for a determination of no investigative merit.
3. Within fifteen (15) working days from receipt of a complete complaint, the City of Norman Title VI Coordinator will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint and within five (5) working days of this decision, City of Norman will notify the complainant in writing whether it will pursue a Title VI investigation.
 - If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
4. If the complaint has investigative merit, a complete investigation will be conducted, and an investigative report will be completed within sixty (60) days from receipt of the complaint. The Title VI Coordinator shall send either a closure letter (summarizing the allegations and stating that there was not a Title VI violation and that the case will be closed) or a letter of finding (LOF) to the complainant that will include:
 - The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The complainant will receive a copy of the final report together with any remedial steps.

Appendix B

- The complainant shall also be notified of his/her right to appeal the decision within 30 days after the date of the closure letter or LOF.
5. When City of Norman receives a written appeal of the Title VI complaint decision, an appeal hearing committee consisting of five (5) individuals will convene within 30 days of the receipt of the appeal. The hearing committee will consist of two (2) riders of the appropriate City of Norman service, one of which is disabled and one with no apparent disability; the City of Norman City Manager or his/her designee; the Director of the Public Works (ADA Coordinator); and Legal Counsel for the City of Norman.
 - City of Norman will notify the appellant in writing of the date, time and location of the hearing utilizing U.S. Postal Service certified mail with return receipt of delivery required.
 6. The outcome of the appeal hearing will be mailed to the appellant via the U.S. Postal Service utilizing certified mail with return receipt of delivery required.

The Title VI Coordinator shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken by City of Norman in response to the complaint. Should City of Norman receive a Title VI complaint in the form of a formal charge or lawsuit, City of Norman's legal counsel shall be responsible for the investigation and maintaining a log as described above.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights at the following address: Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If you need information in another language, contact 405-217-7761.

Si desea obtener la información en otro idioma, llame al 405-217-7761.

Title VI Complaint Form City of Norman

City of Norman is committed to ensuring that no person is excluded from participation in or denied benefits of its services on the basis of race, color, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days of the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please contact the Title VI Coordinator (405.217.7761). The completed complaint form must be signed and returned to: City of Norman, Transit - Title VI Coordinator, P.O. Box 370, Norman, OK 73070. City of Norman will send a written acknowledgement of the complaint within 10 working days.

Complainant Contact Information (Person Discriminated Against)				
Name:				
Mailing Address:				
City:			State:	Zip Code:
Day Phone:		Evening Phone:		
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Person Discriminated Against (if someone other than complainant)				
Name				
Mailing Address:				
City:			State:	Zip Code:
Please identify your relationship to the person for whom you are complaining and explain why you have filed for a third party:				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No

Appendix B

Incident Details		
Which of the following best describes the reason for the alleged discrimination? Check all that apply.		
Race	Color	National Origin (Limited English Proficiency)
Date of Incident (Month, Day, Year):		Time of incident:
Describe what happened and the alleged discrimination. Attach additional sheets if necessary.		
Where did the incident take place? Include location, bus number, etc. Attach additional sheets if necessary.		
Describe all persons involved and the person(s) responsible for the alleged discrimination. (Include names if known)		

Appendix B

Names and contact information of witnesses		
Witness 1:		Phone:
Mailing Address		Email Address:
City:	State:	Zip Code:
Witness 2:		Phone:
Mailing Address		Email Address:
City:	State:	Zip Code:
Have you previously filed a Title VI complaint with the City of Norman? (Circle one) Yes/No		
If yes, list the date(s) of any prior complaints.		
Did you file this complaint with another federal, state, or local agency? (Circle one) Yes/No		
If yes, list the name of the agency (agencies) and contact information.		
Agency:		Contact Person:
Mailing Address:		Phone:
City:	State:	Zip Code:
Agency:		Contact Person:
Mailing Address:		Phone:
City:	State:	Zip Code:
I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.		
Signature and date are required. Attach any documents that support your complaint.		
Complainant's Signature		Signature Date
Date City of Norman Received:	Date Received by Title VI Coordinator:	
	Signature:	