

Addendum: Outline for Civil Rights Title VI and ADA Title II Complaint Process

1. Receive Complaint
2. Assess Complaint
3. Do you need more information?
 - a. Yes, go to Step 4
 - b. No, go to Step 9
4. Gather information from complainant or other appropriate source
5. Does the complaint meet all criteria?
 - a. Yes, go to step 10
 - b. No, go to step 6
6. Notify complainant with 15 days of receipt
7. Maintain a file for each complaint and retain for five years
8. End of process.
9. Does the complaint meet all criteria?
 - a. Yes, go to step 10
 - b. No, go to step 6
10. Notify complainant with 15 days of receipt
11. Send a copy of complaint and acceptance notice to Civil Rights manager
12. Within 60 days, manage complaint investigation. Seek guidance from the Office of Equity and/or City Attorney's office if necessary
13. Provide draft response to Civil Rights manager for review at least five days before sending to complainant
14. Provide written/electronic response to complainant with findings and actions by responsible bureau
15. Maintain a file for each complaint and retain for five years
16. Collect data and submit relevant complaint information into Civil Rights tracking system
17. Monitor implementation of remedial actions and provide periodic updates to complaints on a schedule specified during resolution and copy Civil Rights manager
18. End of Process.