

Crawfordsville Title VI Complaint Policy

Concerns/Complaint Process. City of Crawfordsville will take prompt and reasonable actions to thoroughly investigate concerns and complaints. Any individual, who believes they have been subjected to discrimination, may file a complaint with the City of Crawfordsville Title VI Coordinator and/or Human Rights Commission. Complaint forms can be found on City of Crawfordsville's website: crawfordsville.net (Departments/Boards and Commissions/Human Rights/Complaint Form), or by contacting the City of Crawfordsville Title VI Coordinator.

Complaint Contents. To be considered, the complainant must file the appropriate complaint and documentation:

- (A) Within 180 days of the alleged act of discrimination; or
- (B) Where there has been a continuing course of alleged discriminatory conduct, on the date in which the alleged conduct was discontinued. Complaints shall be made in writing and shall be signed by the complainant and/or the complainant's representative. Complaints must contain the following and describe as completely as possible the facts and circumstances surrounding the alleged discrimination:
 - (1) Name of the complainant.
 - (2) Contact information (telephone number, address, email address).
 - (3) Basis for the allegation(s) (i.e., race, color, national origin, gender, age, etc.).
 - (4) A detailed description of the alleged discrimination (how, when, where & why they believe they were discriminated against including the location(s), names(s) and contact information of all witnesses, if applicable).
 - (5) Any other information that is deemed significant.

Verbal Complaints. If the complainant is unable or incapable of providing a written statement, a verbal complaint may be made to the City of Crawfordsville Title VI Coordinator. Under these circumstances, the complainant will be interviewed and the City of Crawfordsville Title VI Coordinator will assist the complainant in completing a written statement.

Coordinator Meeting. Within 15 calendar days after receipt of the complaint, the Title VI Coordinator will arrange to speak or meet with the complainant to discuss the complaint and the possible resolutions if applicable. If a complaint is deemed incomplete, additional information will be requested. The complainant has 60 business days to respond to the request for additional information. A complainant's failure to respond to the request within 60 business days may result in the administrative closure of the complaint.

Jurisdiction Issues. If the City of Crawfordsville does not have sufficient jurisdiction to investigate the complaint, the Title VI Coordinator will refer the complaint to the appropriate local, state or federal agency holding such jurisdiction. The Title VI Coordinator will notify the complainant or their representative, in writing, that the complaint is outside City of Crawfordsville's jurisdiction and where the complaint has been referred for further handling.

Investigation. The Title VI Coordinator will conduct a complete and thorough investigation of complaints inside City of Crawfordsville's jurisdiction and based upon the information obtained will render a final written response letter to the complainant or their representative by registered mail or hand delivery within 60 business days. The final written response will include a description of the complaint, a summary of the investigation and the findings of such, summaries of all individuals interviewed, and if appropriate, recommendations and resolutions. All written complaints, investigations and responses will be retained by City of Crawfordsville for at least three years.

Confidentiality. A complainant's identity shall be kept confidential except to the extent necessary to complete the investigation. If it is necessary to disclose the complainant's identity to the alleged person who may have discriminated against the complainant or a third-party, City of Crawfordsville must first obtain the complainant's written consent. City of Crawfordsville must also obtain the complainant's written consent before providing a copy of the complaint to any other individual(s) involved with the investigation.

Other Resources. If a complainant is dissatisfied with the final resolution of the complaint, they have the right to file a complaint with:

Department of Justice
Federal Coordination and Compliance Section — NWB
Civil Rights Division
U.S. Department of Justice
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20530