

COMPLAINT PROCESS

The City of Broken Bow, Oklahoma, Broken Bow Public Works Authority, Kulli Chito Environmental Authority (hereafter all shall be collectively referred to as “City”) uses the following, detailed internal procedures for prompt processing and resolution of all Title VI complaints received directly by any of its departments having responsibilities under the Title VI and the related Nondiscrimination statutes. These procedures include but are not limited to:

1. Any person who believes that he or she, individually, as a member of any specific class, has been subjected to discrimination prohibited by Title VI of the Civic Rights Act of 1964, as amended, may file a complaint with the Title VI Coordinator with the Office of Civil Rights. A complaint may also be filed by a representative on behalf of such a person.
2. In order to have the complaint considered under this procedure, the complaint must be filed no later than 180 calendar days after:
 - * The date of the alleged act of discrimination; or
 - * Where there has been a continuing course of conduct, the date on which that conduct was discontinued
3. Complaints shall be filed using the City’s Title VI Complaint Form available at Broken Bow City Hall, or available on the city’s website. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of the recipient, the person shall be interviewed by the Title VI Coordinator. If necessary, the Title VI Coordinator will assist the person in reducing the complaint to the person for signature. The complaint shall be handled in the usual manner.

Complaints should be directed to:

City of Broken Bow

Attn:

4. Upon receipt of the signed complaint form, the Title VI Coordinator will log-in the complaint, determine the basis of the complaint, authority/jurisdiction, and who should conduct the investigation.
5. The Title VI Coordinator shall review and determine the appropriate action regarding every Title VI complaint. The City will not proceed with or continue a complaint investigation if:
 - a. The complaint is, on its face, without merit

- b. The same allegations and issues of the complaint have been addressed in a recently closed investigation or by previous federal court decisions.
- c. The complainant's or injured party's refusal to cooperate (including refusal to give permission to disclose his or her identity) has made it impossible to investigate further.

6. Within ten (10) business days, the Title VI Coordinator will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to be taken to process the allegation (s), and the complainant is advised of other avenues of redress available. The notification letter contains:

- a. The basis of the complaint.
- b. A brief statement of the allegation (s) over which the department has jurisdiction.
- c. A brief statement of the department's jurisdiction over the recipient to investigate the complaint; and
- d. An indication of when the parties will be contacted.

9. The Title VI Coordinator will conduct an in-depth, personal interview with the complainant(s). Information gathered in this interview includes: identification of each complainant by race, color, sex, age, national origin, disability/handicap, or name of the complainant; a complete statement concerning the nature of the complaint, including names, places, and incidents involved in the complaint; the date the complaint was filed; and any other pertinent information the investigation team feels is relevant to the complaint. The interviews are recorded either on audio tape or by taking notes. The Title VI Coordinator shall arrange for the complainant to read, make necessary changes to, and sign the interview transcripts or interview notes. Every effort will be made to obtain early resolution of complaints at the lowest possible level.

10. Within ninety (90) calendar days of receipt of the complaint, the complainant shall receive a letter from the Coordinator detailing the findings, conclusions, and any corrective action taken. All issues in the complaint shall be addressed. The following measures will be taken to resolve Title VI complaints:

11. If the Complainant is dissatisfied with the City's resolution of the complaint, he/she has the right to file a complaint with the appropriate federal agency. Complainant should also be advised that they have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

