

Notifying the Public of Rights under Title VI

City of Maplewood posts Title VI notices on our agency's website and in public areas on the premises.

City of Maplewood operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964.

For more information on the City of Maplewood's Title VI program, and the procedures to file a complaint, contact Tephania Hyde, Assistant Public Works Director at 314-646-3640; t-hyde@cityofmaplewood.com; or visit City Hall at 7601 Manchester Road, Maplewood, MO 63143. For more information visit www.cityofmaplewood.com.

If you believe you have been discriminated against on the basis of race, color, or national origin by City of Maplewood, you may file a Title VI complaint by completing, signing, and submitting the agency's Title VI Complaint Form.

How to file a Title VI complaint with City of Maplewood:

1. To obtain a complaint form, please contact:
Tephania Hyde
Title VI Coordinator
7601 Manchester Road
Maplewood, MO 63143
Phone: 314-646-3640 Fax: 314-646-3676
t-hyde@cityofmaplewood.com
2. In addition to the complaint process at City of Maplewood, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, Region 7, 901 Locust Street-Suite 404, Kansas City, MO 64106. Phone number (816) 329-3920.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed and dated, and include your contact information.

If information is needed in another language, contact Language Access Multicultural People at 314-842-0062.

Procedure for Filing a Title VI / ADA Complaint

Filing a Title VI / ADA Complaint

The complaint procedures apply to the beneficiaries of Maplewood's programs, activities, and services.

RIGHT TO FILE A COMPLAINT: Any person who believes they have been discriminated against on the basis of race, color, or national origin by City of Maplewood may file a Title VI complaint by completing and submitting the agency's **Title VI / ADA Complaint Form**. Complaints must be received in writing within 180 days of the alleged discriminatory complaint.

HOW TO FILE A COMPLAINT: Information on how to file a Title VI / ADA complaint is posted on our agency's website, and in public areas of our agency. You may download the City of Maplewood's Complaint Form at www.cityofmaplewood.com, or request a copy by writing to City of Maplewood, 7601 Manchester Road, Maplewood, MO 63143. Information on how to file a Title VI / ADA complaint may also be obtained by calling Tephania Hyde at 314-646-3640.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to City of Maplewood, 7601 Manchester Road, Maplewood, MO 63143.

COMPLAINT ACCEPTANCE: City of Maplewood will process complaints that are complete. Once a completed Complaint Form is received, City of Maplewood will review it to determine if City of Maplewood has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by City of Maplewood.

INVESTIGATIONS: City of Maplewood will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, City of Maplewood may contact the complainant. Unless a longer period is specified by City of Maplewood, the complainant will have ten (10) days from the date of the letter to send requested information to the City of Maplewood investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI / ADA investigator reviews the complaint, the investigator will issue one of two letters to the complainant: a closure letter or 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.

- A *Letter of Finding (LOF)* summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with City of Maplewood's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI / ADA investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. City of Maplewood will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, City of Maplewood will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Language Access Multicultural People, 8050 Watson Road, St. Louis, MO 63119 at 314-842-0062.

Title VI / ADA Complaint Form

Name: _____

Address: _____

Phone #: _____

Date & Time of
Alleged Incident: _____

Please provide as much detailed information on the alleged act of discrimination as possible. (Include any witness contact information)

Signature

Date