

LYON COUNTY TITLE VI COMPLAINT PROCESS

Any external complaints alleging discrimination, violation of civil rights or non-compliance with civil rights requirements shall receive prompt and thorough attention from Lyon County (hereafter "County"). The Civil Rights Administrator should be involved at the earliest stages of any external civil rights complaints.

- A. County will notify the public of its Title VI/Non-Discrimination policy, the right to file complaints of discrimination, the 180-day time limit for filing, and the avenues of appeal.
- B. County will notify the FHWA or FTA of Title VI/Non-Discrimination complaints received.
- C. County will process, investigate and resolve all complaints in a timely manner.

The Civil Rights Administrator has the responsibility for surveillance and review of all Title VI/Non-Discrimination, equal employment opportunity and civil rights related complaints and shall be advised of all formal complaints relating to civil rights matters and be furnished copies of all correspondence related thereto. Title VI/Non-Discrimination complaints may originate from a variety of sources but, generally, will fall within one of two categories:

- A. Complaints originated by individuals or firms alleging that they were unable to bid upon or obtain a contract with the Department for furnishing of goods and/or services with County or any local government.
- B. Complaints from individuals or groups alleging discriminatory treatment resulting in loss of property, unfair compensation, inequitable benefits or other forms of hardship caused by department activities.

The Civil Rights Administrator will:

- 1) Advise upon, if necessary, and maintain surveillance over the progress, handling and disposition of any formal complaint being processed by any Office, Bureau or District, or;
- 2) Process and handle the case in its entirety, including investigation of facts and make recommendations of corrective action or other disposition to the Secretary as deemed appropriate.
- 3) Notify the complainant in writing of the finding and proposed action.
- 4) Notify the complainant of the right to bring the matter to the attention of the FHWA, FTA, DOT, Department of Justice or other appropriate federal authority.
- 5) Initiate prompt action to amend any County procedure that caused a complaint and to preclude further complaints arising from the same cause.
- 6) Ensure that the investigation and resolution of discrimination complaints will take place within the time frame established by the appropriate federal agency.
- 7) Forward the department's report of investigation to the FHWA or FTA division office within 60 days from the date the complaint was received.