

Title VI Discrimination Complaint Procedure

If you believe you have been excluded from participation in, been denied the benefits of, or been subjected to discrimination under any City of Rochester service, program or activity, you may file a Title VI Discrimination Complaint with the City's Title VI Coordinator. The following steps describe the procedures to file a complaint:

1. The complaint must be submitted to the Title VI Coordinator no later than 180 days after the date of the alleged discrimination.
2. A Title VI Complaint Form can be obtained by calling 311 or by downloading the form from our website at: www.cityofrochester.gov. The following information is required on the complaint form or you may submit a signed written statement that contains all of the following written information:
 - a. Your name, address and how to contact you (phone number, email address etc.)
 - b. The basis of the alleged discrimination complaint (race, color, sex or national origin).
 - c. A statement that describes how, why, when and where you believe you were excluded from participation in, were denied the benefits of, or were subjected to discrimination.
 - d. Include the location, names and contact information of any witnesses.
 - e. You or your designee must sign your letter of complaint.

If you as the complainant are unable to write a complaint, the Title VI Coordinator will assist you with the complaint. The City of Rochester is committed to providing open access to its services to persons with limited ability to speak or understand English; if requested by the complainant, the Title VI Coordinator will provide language translation services.

3. Send your signed and dated complaint to the following address:

City of Rochester
Human Resources Department
Attn: Title VI Coordinator
30 Church Street
Rochester, NY 14614

4. All complaints, within the City of Rochester's jurisdiction, will be investigated promptly. Reasonable measures will be taken to preserve any information that is confidential. The Title VI Coordinator will review every complaint and, when necessary, begin the investigation process. At a minimum, the investigation will:

- a. Identify and review all relevant documents, practices and procedures.
 - b. Identify and interview persons with knowledge of the alleged discrimination—for example, the person making the complaint, witnesses, or anyone identified by the Complainant, anyone who may have been subject to similar activity, or anyone with relevant information.

5. Upon completion of the investigation, the Title VI Coordinator will prepare a final report for the Mayor or the Mayor's designee. The investigation process and final report should be completed

within 90 days of receipt of the complaint. When a Title VI violation is found to exist, corrective action will be taken immediately. The complainant and respondent will receive a copy of the final report with all required corrective actions.

Name of Title VI Coordinator: Tassie Demps

Name of Agency: Human Resources Department

Address: 30 Church Street, Rochester, NY 14614

Telephone: (585) 428-6185