

YATES COUNTY TITLE VI COMPLAINT PROCEDURES

Title VI Complaint Procedures

How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to thirty (30) days from the date of the alleged discrimination. The complaint should include the following information:

- Name of complainant, mailing address, and how to contact the complainant (i.e. telephone number, e-mail address, etc.).
- How, when, where, and why the complainant believes he or she was discriminated against. The complainant shall include the location, names, and contact information of any witnesses.
- Other information that is deemed significant by the complainant.

The Title VI Complaint Form (attached) should be used to submit the complaint information. The complaint may be filed in writing to Yates County at the following address:

Yates County Highway Department
Attn. Highway Superintendent
939 Rte. 14A
Penn Yan, NY 14527
315-531-3200

What happens to the complaint once it is submitted?

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by Yates County will be directly addressed by Yates County. Yates County shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Yates County shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of a complaint will be mailed within seven days to the complainant. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

Yates County shall send a final written response letter to the complainant. If a complaint is not substantiated the complainant will be advised of his or her right to:

1. File a complaint externally with the US Department of Transportation and/or the Federal Transit Administration and/or
2. File a complaint with the New York State Division of Human Rights.

In addition to the complaint process above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights
Attn. Title VI Program Coordinator
East Building, 5th Floor —TCR
1200 New Jersey Ave., SE
Washington DC 20590

NYS Division of Human Rights
333 East Washington St
Syracuse NY 13202
1-888-392-3644