

# Complaints of Discrimination

## City of Papillion

No person in the United States shall, on the ground of race, color, or national origin be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by the City of Papillion or its sub-recipients, consultants and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

Persons Eligible to File: any individual or group of individuals, or entity who believes that he or she or any specific class of persons has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities based upon race, color, sex, age, national origin or disability may file a written complaint.

***DISCRIMINATION:*** *an act (or action) or inaction whether intentional or unintentional, through which a person in the United States, based on race, color, sex, age, national origin, or disability has been subjected to unequal treatment under any program or activity receiving Federal financial assistance.*

### FILING OF COMPLAINT

1. Complaints may be filed by the affected individual or a representative of that individual
2. Complaints must be in writing and contain as much information as possible about the alleged discrimination. The City of Papillion has prepared a Complaint Form to be used for the convenience of the complainant. The written complaint should include:
  - a. Complainant's name, address and telephone number
  - b. A detailed description of the issues,
  - c. Name and job titles of individuals perceived as parties in the complaint

Complaints received by telephone will be reduced to writing and provided to complainant for confirmation or revision, and Signature before processing.

3. Complaint forms can be found at [www.papillion.org/public\\_works\\_street.cfm](http://www.papillion.org/public_works_street.cfm), or by contacting the City of Papillion Civil Rights Coordinator. Complaints and substantiating information should be sent to:

City of Papillion  
Dan Hoins, City of Papillion Civil Rights Coordinator  
122 East Third Street  
Papillion, NE 68046  
402-827-1111

Alternate means of filing a complaint will be made available to accommodate persons with disabilities upon request.

4. A complaint should be filed as soon as possible but must be no later than 180 calendar days after the complainant becomes aware of the alleged discrimination, unless the time for filing is extended by the designated agency for good cause shown.
5. Upon receipt of the complaint, the City of Papillion will notify the Federal Highway Administration, to coordinate all further activity regarding the complaint.
6. The Papillion Civil Rights Coordinator, or other Investigator, will contact the complainant to:

- a. Acknowledge receipt of the complaint by the investigator
- b. Confirm that the complainant wishes to go forward with the complaint
- c. Confirm that there are allegations that need to be investigated and resolved, and
- d. Gather additional facts and further clarify the complaint.

### **INVESTIGATION OF COMPLAINT**

An Investigator will review and investigate the complaint. As part of the review, the investigator will at a minimum:

1. Gather relevant documentation from the complainant not included in the complaint, such as forms, memos, letters, and photographs information
2. Contact complainant to arrange and conduct interview, if needed
3. Maintain log of all activities associated with complaint.
4. Complete Investigative Report of information, findings, photos, and recommendations for correction to the Nebraska Department of Roads (NDOR).

A copy of the complaint, together with a copy of the City's report of investigation, shall be forwarded to the NDOR division office within 60 days of the date the complaint was received by the City.

A Title VI finding of violation or no violation is a Federal decision that cannot be delegated. Although the City of Papillion can conduct a Title VI investigation and make a recommended finding to the Federal decision-making authority, the City of Papillion must submit the proposed dispositions to NDOR for a Final Agency Decision.

### **DISMISSAL OF COMPLAINT**

A complaint may be dismissed for the following reasons:

1. The complaint is untimely filed.
2. The complaint does not allege a basis covered by the statutes for which the City of Papillion is responsible.
3. The complaint does not allege any harm with regard to covered programs or statutes.
4. The complainant requests the withdrawal of the complaint.
5. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
6. The complainant cannot be located after reasonable attempts.

# Title VI Discrimination Complaint Form

## City of Papillion

Complainant:	Phone:
Address: (City, State, Zip)	Email:
Person Discriminated Against if Different from Above:	Phone:
Address: (City, State, Zip)	Email:
Type of Discrimination: <input type="checkbox"/> Race/Color <input type="checkbox"/> Age <input type="checkbox"/> Sex <input type="checkbox"/> National Origin <input type="checkbox"/> Disability <input type="checkbox"/> Retaliation	Date of Incident:
Date and place of alleged discriminatory actions. Please include earliest date of discrimination and most recent date of discrimination.	
Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Also, attach any written material pertaining to your complaint (attach additional pages, if necessary).	
Names and contact information of persons (witnesses, others) whom we may contact for additional information to investigate your complaint.	

The complaint will not be accepted if it has not been signed. Please sign and date this complaint form, below. You may attach any written materials or other supporting information that you believe is relevant to the complaint.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

Attachments:  Yes  No

Submit completed form to: City of Papillion  
Attn: Dan Hoins, City of Papillion Civil Rights Coordinator  
122 East Third Street  
Papillion, NE 68046

- CITY OF PAPIILLION USE ONLY -	
Received By:	Date: