

## Complaint Procedure

The **City of Shawano's** Complaint Procedure is made available in the following locations: *(list all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
  - ✓ Public areas of the agency office (common area, public meeting rooms, etc.)
  - ✓ Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
  - ✓ Other, \_\_\_\_\_
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Any person who believes she or he has been discriminated against on the basis of race, color, or national origin, religion, gender, disability or age by the **City of Shawano** may file a complaint by completing and submitting the agency's Complaint Form.

The Complaint Form may also be used to submit general complaints to the **City of Shawano**.

The **City of Shawano** investigates complaints received no more than 180 days after the alleged incident. The **City of Shawano** will process complaints that are complete.

Once the complaint is received, the **City of Shawano** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **City of Shawano** has 30 days to investigate the complaint. If more information is needed to resolve the case, the city may contact the complainant.

The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, the city can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a 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 the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact 715-526-6138

*Si se necesita informacion en otro idioma de contacto, 715-526-6138.*

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-526-6138

*This statement should be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold.*