Town of Haverstraw
Title VI Complaint Procedures and Complaint Form

Purpose

Complaints are limited to allegations of violation of the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Age Discrimination Act of 1975, Federal Aid Highway Act of 1973, Civil Rights Restoration Act of 1987, and Title II of the Americans with Disabilities Act of 1990. The procedures are designed to provide due process for complainants and respondents relating to discrimination in programsor activitiesfunded by either the FederalHighway Administration (FHWA), the Federal Transit Administration (FT A) or the FederalAviation Administration (FAA).

These procedures are part of an administrative process, which does not provide for remedies thatinclude punitive damages or compensatory remuneration for the complainant. Every effort will bemade to obtain early resolution of complaints. The option of informal mediation meeting(s) between the affected parties and theinvestigator may be used for resolution, at any stage of the process.

Procedures

Any person who believes that they have been subjected todiscrimination or retaliation prohibited by TitleVI or the ADA based upon race, color, sex, age, national origin or disability may file a written complaint withthe Town of Haverstraw.

The Complaint Form below is suggested, but not required, in order to file a complaint. The complainant may submit any written report as a complaint notice. Any formal complaint must be in writing and signed by the person or their representative and include thecomplainant's name, address and telephone number. A formal complaint ofdiscrimination will also be acknowledged and processed if received by fax or e-mail.A formal complaint of discrimination received by telephone will be written down andprovided to the complainant for confirmation or revision before processing.The complaintmust provide a detailed description of the issues including names, dates, and job titles ofwitnesses or those individuals perceived as parties to the incident.

The Town of Haverstraw investigates complaints received no more than 180 days after the alleged incident. Once the complaint is received, the Town of Haverstraw will follow the steps below:

1. Acknowledge receipt of the complaint in writing within 10 days.
2. Determine if the Town of Haverstraw has jurisdiction to investigate the complaint.If the Town has jurisdiction, the complaint will receive a case number and be logged into the Town of Haverstraw's records identifying its basis, alleged harm, the race, color, national origin and gender of the complainant(s).Complaints against the Town of Haverstraw will be referred to the New York State Department of Transportation's Office of Civil Rights for proper disposition.
3. Plan to complete the investigation within 45 days.
4. Schedule interviews, if deemed necessary.
5. Determine if other public or private entities are or should be involved.
6. Determine if additional information is needed. Complainant has 15 days to provide additional information.
7. If the Town of Haverstraw is not contacted by the complainant or does not receive additional information within 15 days, the case can be administratively closed. Additionally, a case can be administratively closed if the complainant no longer wishes to pursue the case.
8. Determine if meetings with the affected party or other interested parties are needed.

After the investigative process has been completed, the Town of Haverstraw will issue one of two letters to the complainant:

1. A closure letter summarizing the allegations and stating that there was no Title VI violation and that the case will be closed.
2. A letter of finding (LOF) summarizing the allegations and the interviews regarding the alleged incident, and explaining whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, the complainant must submit the appeal within 21 days after the date of the closure letter or the LOF.

Intimidation or retaliation of any kind is prohibited per Title 49, Code of Federal Regulations, Part 21.ll(e).

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies.A person may also file a complaint directly with:

- New York State Department of Transportation
  Office of Diversity and Opportunity
  50 Wolf Road, 6th Floor
  Albany, NY 12232
  (518) 457-1129 Fax (518) 549-1273
  OCR-TitleVI@dot.ny.gov

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

The Town of Haverstraw's Title VI Complaint Procedure is available in the following locations:

- Agency website at: www.townofhaverstraw.org
- Hard copy in the central office

If information is needed in another language, please contact Town of Haverstraw at (845) 942-3727.

Si se necesitainformacionenotroidiomapor favor contacto, (845) 942-3727.