

Appendix E

Sample Complaint Procedure

Any person who believes that he or she, as a member of a protected class, has been discriminated against based on race, color, national origin, gender, age disability, religion, low income status, or limited English proficiency in violation of Title VI of the Civil Rights Act of 1964, as amended and its related statutes, regulations and directives, Section 504 of the Vocational Rehabilitation Act of 1973 Americans with Disabilities Act of 1990, as amended, the Civil Rights Restoration Act of 1987, as amended, and any other Federal nondiscrimination statute may submit a complaint. A complaint may also be submitted by a representative on behalf of such a person.

It is the policy of the Town of Danville to conduct a prompt and impartial investigation of all allegations of discrimination and to take prompt effective corrective action when a claim of discrimination is substantiated.

No one may intimidate, threaten, coerce or engage in other discriminatory conduct against anyone because they have taken action or participated in an action to secure rights protected by the civil rights laws. Any individual alleging such harassment or intimidation may submit a complaint by following the procedure printed below.

Any individual who feels that he or she has been discriminated against may submit a written or verbal complaint. The complaint may be communicated to any department head or to the Town of Danville Title VI or ADA Coordinator. The complaint should be submitted within 180 days of the alleged discrimination. Compliant forms may be found on the Town's website. Individuals are not required to use the Town's complaint form. If necessary, the Town will help an individual reduce his or her complaint to writing for his or her signature.

Generally, a complaint should include the name, address and telephone number of the complainant and a brief description of the alleged discrimination conduct including the date of harm. An individual submitting a complaint alleging discrimination may include any relevant evidence, including the names of witnesses and supporting documentation.

Direct Title VI Complaints to:

Julie A. Cooney
Title VI Coordinator
1010 E. Broadway Street
Danville, IN 46122
jcooney@danvilleindiana.org
(317) 745-5970, ext 5971

Direct ADA Complaints to:

Robert L. Roberts
ADA Coordinator
1010 E. Broadway Street
Danville, IN 46122
rroberts@danvilleindiana.org
(317) 745-5970 ext 5972

Within 60 days of the receipt of the complaint the Town will conduct an investigation of the allegation based on the information provided and issue a written report of its findings to the complainant. The Town will try to obtain an informal voluntary resolution to all complaints at the lowest possible level.

A complainant's identity shall be kept confidential except to the extent necessary to conduct an investigation. All complaints shall be kept confidential.

These procedures do not deny the right of any individual to file a formal complaint with any government agency or affect an individual's right to seek private counsel for any complaint alleging discrimination.