

Title VI Complaint Procedure

What is Title VI?

A Federal Law, which is part of the Civil Rights Act of 1964 that protects individuals from discrimination, on the basis of their race, color, or national origin, or excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Federal and Local law requires complaints be filed within one hundred eighty (180) calendar days of the last alleged incident.

Any person who believes that they have been subjected to discrimination may file a written complaint with the Department of Public Works' Office of Civil Rights.

1.
 - a. Name, address, and telephone number of the complainant.
 - b. The basis of the complaint (race, color, national origin).
 - c. The date or dates on which the alleged discriminatory event or events occurred.
 - d. The nature of the incident that led the complainant to feel discrimination was a factor.
 - e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
 - f. Other agencies or courts where complaint may have been filed and a contact name.
 - g. Complainant's signature and date.
2. If the complainant is unable to write a complaint, OCR staff will assist the complainant. If requested by complainant, OCR will provide a language or sign interpreter.
3. Complainants have the right to complain directly to the appropriate federal agency. Complaints must be filed within one hundred eighty (180) calendar days of the last alleged incident.
4. OCR will begin an investigation within fifteen (15) working days of receipt of a complaint.
5. OCR will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, OCR may administratively close the complaint.
6. OCR will complete the investigation within ninety (90) working days of receipt of the complaint. If additional time is needed for investigation, complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.
7. A closing letter will be provided to the complainant and the respondent or respondent's department. Parties will have five (5) working days from receipt of the closing letter to appeal. If neither party appeals, the complaint will be closed.
8. If required the investigation report will be forwarded to the appropriate federal agency.

"Limited English Proficiency (LEP)"- is defined as the inability to speak, read, write, or understand the English language at a level that permits a service recipient to interact effectively with staff in accessing services and benefits.

Executive Order 13166 (August 11, 2000) requires all agencies that receive federal funding to provide services that are accessible to persons with Limited English Proficiency.

Not providing services that are accessible constitutes discrimination based on national origin.

When there is a language barrier, the client/client's assistant will be informed of the available interpreter services. Every effort will be made to locate appropriate interpreters, as client needs present.

How to Contact Us

The mailing address for written complaints is as follows:

Department of Public Works
Sharon Challenger Civil Rights Program Manager
6002 Estate Anna's Hope
Christiansted, St. Croix VI 00820-4428

Complaints may also be submitted by telephone or fax. Contact numbers are as follows:

Phone: 340.773.1664 x4225
Fax: 340.773.0670

Electronic submission of complaints is also permitted. All complaints related to Title VI Program discrimination should be addressed to Sharon Challenger, Civil Rights Program Manager, at the following address: sharon.challenger@dpw.vi.gov