

## PROCEDURE

1. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The EEO Specialist will interview the Complainant and assist the person in converting verbal complaints in writing. All complaints must, however, be signed by the Complainant or his/her representative.
  - b. Include the date of the alleged act of discrimination date when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal and State laws require complaints be filed within 180 calendar days of the alleged incident.
2. Upon receipt of the complaint, the Director of EEO/AA & Employee Relations will determine its jurisdiction, acceptability, need for additional information, as well, as assign the complaint to an EEO Specialist to investigate the merit of the complaint.
3. The Complainant will be provided with a written acknowledgement that the Office of Minority Business Development has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:
  - a. The complaint must be filed within 180 days of the alleged occurrence.
  - b. The allegation must involve a covered basis such as race, color or national origin.
  - c. The allegation must involve a City of Richmond service of a Federal-aid recipient, sub-recipient or contractor.
5. A complaint may be dismissed for the following reasons:
  - a. The Complainant requests the withdrawal of the complaint.
  - b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The Complainant cannot be located after reasonable attempts.
6. Once the OMBD decides to accept the complaint for investigation, the Complainant will be notified in writing of such determination. *The complaint will receive a case number and will then be logged in a database identifying: Complainant's name, basis, alleged harm, race, color and national origin of the Complainant.*
7. In cases where OMBD assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint, the OMBD's Specialist will prepare an investigative

report for review by the Director, Office of Minority Business Development. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.

8. The investigative report and its findings will be reviewed by the Director, OMBD and in some cases the investigative report and findings will be reviewed by City of Richmond's Legal Counsel. The report will be modified as needed.
9. The Director EEO/AA & Employee Relations/Legal Counsel will make a determination on the disposition of the complaint. Dispositions will be stated as follows:

*In the event City of Richmond is in noncompliance with Title VI regulations, remedial actions will be listed.*

10. Notice of Director's determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instruction for initiating such an appeal. Notice of appeals are as follows:
  - a. The OMBD will reconsider this determination, if new facts, come to light.
  - b. If Complainant is dissatisfied with the determination and/or resolution set forth by City of Richmond, the same complaint may be submitted to the Federal Transit Administration (FTA) for investigation. Complainant will be advised to contact the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor -TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.
  - c. A copy of the complaint and OMBD's investigation report/letter of finding and Final Remedial Action Plan, if appropriate will be issued to FTA within 120 days of the receipt of the complaint.
11. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.