

Complaint and Hearing Process

1. An official complaint against a federally assisted service or program must be submitted to the City of Memphis Title VI Coordinator no later than one hundred and eighty (180) calendar days after the alleged incident has occurred.
2. Upon receipt of a written complaint of discrimination, the Title VI Coordinator for the City of Memphis forwards a copy to the respective entities and officers. This allows the respective entities and officers the opportunity to determine jurisdiction over the complaint. This process avoids any duplication of efforts between two departments.
3. After a determination of jurisdiction by the respective entities and officers, a copy of the complaint is also forwarded to the alleged discriminatory service or program official. An initial investigation is conducted by the Title VI Coordinator. This investigation encompasses all relevant aspects of the complaint by first initiating an interview with the complainant. During the interview, the complainant has an opportunity to submit any documentation he/she perceives as relevant to proving his/her complaint. After the initial interview has been completed the file is then forwarded to the respective entities and officers within seven (7) working days for further review. The alleged discriminatory service or program official also has an opportunity to respond to all aspects of the complainant's allegations. The complainant and the alleged discriminatory service or program official also can name witnesses to prove or disprove allegations made by opposing parties. The respective entities then determine, based on relevancy or duplication of evidence, which witnesses are to be contacted and questioned. The complainant and the service or program official are informed of their right to representation at any stage of the complaint process. The complainant has an opportunity to give a rebuttal statement at the end of the investigatory process.
4. The investigation is completed, and a final report is sent to the alleged discriminatory service or program, and the complainant within sixty (60) calendar days of the date the complaint was received by the Title VI Coordinator. The final report includes the following:
 - (a) written complaint containing the allegation, basis, and date of filing
 - (b) summarized statements taken from witnesses
 - (c) finding of facts
 - (d) opinion (based on all evidence in the record) that the incident is substantiated or unsubstantiated
 - (a) remedial action(s) for substantiated cases
5. If corrective action(s) has not taken place within thirty (30) calendar days after receipt of the substantiated final report, a referral is then made to the respective entities and officers for enforcement action.
6. The complainant has the right to appeal all written reports to the respective entities and officers. This appeal must be made in writing to the respective entities and officers within fourteen (14) days of receipt of the Department's final report. The respective entities and

officers forward this appeal within seven (7) calendar days to the Title VI Advisory Board for review. Title VI Advisory Board must complete the appeal review within thirty (30) calendar days after receipt of the appeal and forward their findings to the complainant and the Commissioner.

7. The City of Memphis maintains a log of all complaints and appeals. The City of Memphis' Title VI Coordinator identifies and reports any noteworthy trends to the respective entities and officers on a quarterly basis.
8. The Title VI complaint policy and procedures are documented in the Title VI brochures. These brochures accompany all contracts and are used as a public information resource tool.