



Office of Title VI and ADA (Accessibility)

Title VI Complaint Handling Procedures

Scope of Title VI Complaints

No person or groups of persons shall, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by the City of El Paso and its contractors on the grounds of race, color, or national origin.

The Title VI Compliance Coordinator is charged with ensuring Title VI complaints received by the City are processed in accordance with the City's Complaint Handling Procedures outlined in this plan which includes maintaining a complaint log, using form letters, investigative plans, reports, and investigation formats.

The scope of Title VI covers all internal and external activities of the City of El Paso.

The following types of actions are prohibited under Title VI protections (See 49 C.F.R. 21.5):

- Excluding individuals or groups from participation in programs or activities
- Denying program services or benefits to individuals or groups
- Providing a different service or benefit or providing them in a manner different from what is provided to others
- Denying an opportunity to participate as a member of a planning, advisory or similar body that is an integral part of the program
- Retaliation for making a complaint or otherwise participating in any manner in an investigation or proceeding related to Title VI of the Civil Rights Act of 1964

How to File a Formal Title VI Complaint

Any person(s) or organization(s) believing they have been discriminated against on the basis of the protected classes stated above by the City of El Paso or its contractors may file a Title VI complaint.

Discrimination complaints **must be received no more than 180 days after the alleged incident** unless the time for filing is extended by the City Administrator or a designee in the interest of justice, specifying in writing the reason for so doing.



Office of Title VI and ADA (Accessibility)

All Title VI Complaints submitted must be in writing and must be signed by the complainant and/or the complainant's representative. Complaints may be filed by mail, fax, in person, or e-mailed.

A complaint should contain the following information:

- A written explanation of the alleged discriminatory actions;
- The complainant's contact information, including, if available: full name, postal address, phone number, and email address;
- The basis of the complaint (e.g., race, color, national origin, etc.);
- The names of specific persons and respondents (e.g., agencies/organizations) alleged to have discriminated;
- Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal financial assistance; and
- The date(s) of the alleged discriminatory act(s) and whether the alleged discrimination is ongoing.

Attn: City of El Paso Office of Title VI and ADA (Accessibility)
Mailing Address: 801 Texas Ave. 3rd Floor, El Paso, Texas (79901)
Email: TitleVIOffice@elpasotexas.gov
Phone: (915)212-1677

If necessary, the complainant may call the phone number above and provide the allegations by telephone. The Title VI Coordinator or assigned Title VI staff will transcribe the allegations of the complaint as provided over the telephone and send a written complaint to the complainant for correction and signature. The complaint shall then be handled in the usual manner.

Within 10 business days of the receipt of the complaint, the Office of Title VI and ADA (Accessibility) will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation.

The Office of Title VI will review every complaint, determine the most appropriate fact-finding process, and when necessary, assign a neutral party to investigate. At a minimum, the investigation will include:

- Review of all relevant documents, practices, and procedures
- Identify and interview persons with knowledge of the alleged Title VI violation.

No information is disclosed with City personnel or any other party not involved in the investigation process.



Office of Title VI and ADA (Accessibility)

Within 30 days of receipt of the complaint, the Title VI Compliance Coordinator or designated staff will complete a Report of Investigation (ROI) setting forth all the relevant facts obtained during the investigation. The ROI will include a finding for each issue and recommendations where necessary. Documentation regarding any attempts and outcomes that were made to resolve the complaint prior to the initial receipt of the written complaint will be summarized in the ROI.

The final report will be sent to the Department Head of the department involved with a copy to the City Attorney's Office and the complainant.

If no violation is found and the complainant wishes to appeal, the complainant may appeal directly to the City Manager's Office at:

City Manager
City of El Paso
300 N. Campbell
El Paso, Texas 79901

Complaints may also be filed directly with the following federal agencies:

Texas Department of Transportation
Office of Civil Rights
125 East 11th Street
Austin, Texas 78701-2483

Federal Aviation Administration
Office of Civil Rights, ACR-1
800 Independence Avenue, S.W.
Washington, D.C. 20591

Federal Transit Administration
Office of Civil Rights
819 Taylor Street, Room 8A36
Fort Worth, Texas 76102

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
2707 Martin Luther King, Jr. Ave., SE
Washington, D.C. 20528



Office of Title VI and ADA (Accessibility)

Title VI external discrimination complaint procedures and forms may be found at <https://www.elpasotexas.gov/ada/title-vi>

The City's External Discrimination Complaint Form is available in both English and Spanish

Complaint Log

The Title VI staff will maintain a complaint log, which documents all activity related to Title VI complaints. A copy of the log is included as Attachment 5 in the Title VI Plan. Information captured includes:

- Complainant's name, and if provided, race, color, and national origin;
- Respondent's name;
- Basis(es) of the discrimination complaint;
- Allegation(s)/Issue(s) surrounding the discrimination complaint;
- Date the discrimination complaint was filed;
- Date the investigation was complete;
- Disposition;
- Disposition date; and
- Other pertinent information.

The City Attorney's Office maintains a separate record of lawsuits of discrimination. The data from both logs will be included in the Annual Work Plan and Accomplishments Report.

Internal Complaints Policy Statement

Human Resources: Employee Discrimination Related Complaints

The City desires to provide and maintain a harmonious work environment that is free of hostility and discrimination. Discrimination complaints made by employees are handled by the Human Resources department and have a separate complaint procedure. The Human Resources Officer serves as the Equal Employment Opportunity Officer.

Employees may file a complaint by submitting a complaint request using the link below and a Human Resources representative will reach out to provide guidance.

[Employee Relations – My El Paso](#)

Sun Metro: Internal Title VI Mass Transit Related Complaints

Any person who believes they have been harmed by an unlawful discriminatory practice regarding Sun Metro's programs has a right to file a formal complaint with Sun Metro. Any such



Office of Title VI and ADA (Accessibility)

complaint must be submitted in writing or via phone call to the Sun Metro Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints related to transportation, please contact:

Title VI Coordinator: Sun Metro
10151 Montana Ave,
El Paso, Texas 79925
(915) 212-3333

Airport: Aviation Discrimination Complaints

It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, creed, or disability in public services and employment opportunities. Allegations of discrimination as they relate to aviation should be promptly directed to the El Paso International Airport.

Discrimination Form can be found and submitted online using the following link:

[Microsoft Word - Complaint of Discrimination Form](#)

Or by mail to the following address:

Attn: Title VI Coordinator
El Paso International Airport
Airport Administration
6701 Convair Road
El Paso, TX 79925