



## **Title VI Civil Rights Act Filing a Complaint**

The City of Scottsdale, under Title VI of the Civil Rights Act of 1964 and related statutes, must ensure that no person in the City of Scottsdale shall, on the grounds of race, color, national origin, sex, disability, income status, and age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program or activity it administers.

Complainants have the option of filing an on-line complaint through the City of Scottsdale Office of Diversity/City Manager's Office, directly to the City of Scottsdale Transportation Department, or to an outside or state agency such as Arizona Department of Transportation (ADOT) Title VI Coordinator.

If someone perceives they have suffered from discrimination, they are encouraged to address the matter with the Title VI Coordinator. According to 49 CFR Section 21.9(b), complaints may be filed if the matter cannot be resolved. In such cases, the following steps may be followed:

1. Within 180 days of the alleged infraction, complainants will submit to the Title VI Coordinator a complaint in writing or verbally with the complainant's name, the nature and basis of the complaint, the dates of the complaint, requested action, and contact information. Complaints received verbally will be documented in writing by the Title VI Coordinator.
2. The Title VI Coordinator and Transportation Director will review the complaint and determine its jurisdiction and if there is a need for additional information.
3. Additional information will be solicited from the complainant, as needed. If additional information is requested and not received within 15 business days, the case may be administratively closed. The case also may be closed if the complainant no longer wishes to pursue their case.
4. A complaint log will be kept by Title VI Coordinator containing the name of the complainant, nature of the complaint, and date of submission.
5. If the complaint is outside the jurisdiction of Scottsdale, Scottsdale will notify the complainant by certified letter, including the name and contact information for the appropriate agency with jurisdiction, if applicable.
6. If the complaint falls within the jurisdiction of Scottsdale, it will be handled within a maximum of 60 days of receipt of the complaint.
7. Scottsdale will send a certified letter notifying the complainant that a preliminary inquiry is underway to determine the need for an investigation.

8. If the preliminary inquiry indicates an investigation is not warranted, a certified letter will be sent to the complainant with the reasons for the determination and factors considered.
9. If the preliminary inquiry by Scottsdale indicates that an investigation is warranted, then the complainant will be notified and scheduled to meet with the investigator.
10. Scottsdale will consult with Arizona Department of Transportation (ADOT) Civil Rights Office prior to conducting an investigation. The results of the investigation will be provided to Scottsdale's counsel for review. The investigation results will be reviewed and returned to Title VI Coordinator within 10 business days.
11. The results of the investigation will be sent to the complainant by certified mail. The results will include the scope of the investigation, factors considered, and the final outcome. A closure letter will be sent if it has been determined there was not a Title VI violation and the case will be closed. A letter of finding will be sent if the allegations are substantiated and an action plan with a timeline to address the findings will be provided.
12. The result of the preliminary inquiry or investigation will be sent to FHWA's regional civil rights officer through ADOT.
13. Records and investigative files will be kept for three years.

### **RECORD OF INVESTIGATIONS/COMPLAINTS/LAWSUITS**

The City of Scottsdale will keep records of all investigations, complaints and lawsuits through the resolution to case closure. To the best of our knowledge, there are presently no ongoing civil rights compliance review activities being conducted with respect to projects or activities funded with FHWA funds.

(Appendix 1 of Title VI Plan)

## CITY OF SCOTTSDALE TITLE VI NOTICE TO THE PUBLIC

The City of Scottsdale hereby gives public notice that it is the city's policy to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI requires that no person shall, on the grounds of race, color, sex, or national origin be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any City of Scottsdale program or activity.

Any person, who believes his or her Title VI rights have been violated, may file a complaint. Any such complaint must be in writing and filed with the City of Scottsdale Office of Diversity, within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. Title VI Discrimination Complainant Forms may be obtained from the City of Scottsdale Diversity Office by contacting:

## CUIDAD DE SCOTTSDALE TITULO VI AVISO AL PÚBLICO

La Ciudad de Scottsdale da este aviso público. Es la policía de la ciudad asegurar que el pleno cumplimiento con el título VI de la ley de los derechos civiles de 1987 y los estatutos y reglamentos en todos los programas y actividades. El Título VI establece que ninguna persona podrá, por motivos de raza, color, sexo, origen nacional, edad o discapacidad ser excluido de la participación, ser negado los beneficios de, o ser discriminado por cualquier programa de la Ciudad de Scottsdale o actividad.

Cualquier persona que crea que su protección Título VI ha sido violada, puede presentar una queja. Cualquier queja debe ser por escrito y presentada a la Ciudad de Scottsdale en la oficina de Diversidad, dentro de los ciento ochenta (180) días siguientes a la fecha de lo ocurrido. Formas Discriminación Título IV, para el demandante pueden ser obtenidas en la oficina de Diversidad de la Ciudad de Scottsdale.

For more information:  
Informacion de contacto:

Jackie Johnson

*Diversity Liaison / Title VI Coordinator*

**City of Scottsdale, 7506 E. Indian School Road, Scottsdale, AZ 85251**

**480-312-7616**

[diversity@scottsdaleaz.gov](mailto:diversity@scottsdaleaz.gov)

[www.scottsdaleaz.gov/diversity/titlevi](http://www.scottsdaleaz.gov/diversity/titlevi)

Contact information for the **ADOT Civil Rights Office:**

Informacion de contacto de la **Oficina de Derechos Civiles de ADOT:**  
**206 S. 17th Ave, Phoenix AZ 85007 Mail Drop 155A Room 183 (602) 712-8946**