

City of Herington and Hilltop Community Center

Title VI Complaint Procedures

The following pertains only to Title VI complaints regarding the services of
City of Herington and Hilltop Community Center

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the Civil Rights Act of 1964.
At the heart of the regulation is the statement that:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The City of Herington and Hilltop Community Center has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter III of the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. If you believe that the **City of Herington and Hilltop Community Center** federally funded programs have discriminated your civil rights on the basis of race, color, or national origin you may file a written complaint by following the procedure outlined below:

1. Submission of Complaint.

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by The City of Herington and Hilltop Community Center may file a written complaint with The City of Herington's Office. A sample complaint form is available in hard copy at the offices of *City of Herington and or Hilltop Community Center* upon request, The City of Herington and/or Hilltop Community Center will mail the complaint form. **Such complaints must be filed within 180 calendar days after the date the discrimination occurred.**

Notes: Assistance in the preparation of any complaints will be provided to a person or persons upon request and as appropriate. If information is needed in another language, then contact Hilltop Community Center Manager Lori Dornbusch, (785)258-2956.

City of Herington and Hilltop Community Center

Complaints should be mailed to or submitted by hand to:

*City of Herington
17 North Broadway
Herington, Ks. 67449
Attn: City Manager*

2. Referral to Review Officer

Upon receipt of the complaint, the City Manager of Herington shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint. If necessary, the Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the agency received the complaint. If more time is required, the City Manager of Herington shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to the City of Herington and Hilltop Community Center processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to the, City Manager of Herington for concurrence. If the City Manager of Herington concurs, he or she shall issue the City of Herington and Hilltop Community Center written response to the Complainant. This final report should include a summary of the investigation, all findings with recommendations, corrective measures where appropriate.

Note: Upon receipt of a complaint, The City of Herington and Hilltop Community Center shall forward a copy of this complaint and the resulting written response to the appropriate KDOT and FTA Region 7 contacts.

3. Request for Reconsideration

If the Complainant disagrees with the City Managers response, he or she may request reconsideration by submitting the request, in writing, to the City Of Herington within 10 calendar days after receipt of the City of Herington or Hilltop Community Center response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by the City Manager. The City of Herington or Hilltop Community Center will notify the Complainant of his or her decision in writing either to accept or reject the request for reconsideration within 10 calendar days. In cases where the agency City of Herington or Hilltop Community Center agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

4. Appeal

If the request for reconsideration is denied, the Complainant may appeal the City Manager's response by submitting a written appeal to *Dickinson County Department of Aging* no later than 10 calendar days after receipt of the City Managers written decision rejecting reconsideration. *The Dickinson County Department of Aging will then make a determination to either request re-evaluation by the staff review officer(s) or forward the complaint to KDOT for further investigation.*

5. Submission of Complaint to the State of Kansas Department of Transportation.

If the Complainant is dissatisfied with the City of Herington or Hilltop Community Center's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Kansas Department of Transportation for further investigation.

KDOT Office of Contract Compliance
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603