



## **Title VI Complaint Procedure**

The Town of Fairfield operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act. Any person who believes they have been subjected to discrimination under Title VI may file a complaint with the Town of Fairfield. Complaints must be filed within 120 days of the alleged discriminatory act.

For more information on the Town of Fairfield's civil rights program, or to obtain a Title VI Complaint Form, please contact the Town of Fairfield.

The Town of Fairfield provides free language assistance services to individuals with limited English proficiency, including interpretation and translation services. In addition, this information is available in alternative formats upon request.

### **Filing a Complaint**

Complaints may be submitted in writing and should include:

- The complainant's name, address, and contact information
- A description of the alleged discriminatory act, including date(s) and location(s)
- The names and contact information of any witnesses, if available

Complaints may be submitted by mail, email, or in person using the Town of Fairfield Title VI Complaint Form.

### **Investigation Process**

Upon receipt of a complaint, the Town of Fairfield will review it to determine jurisdiction. The complainant will receive a written acknowledgment indicating whether the complaint will be investigated.

The Town of Fairfield has up to 120 days to investigate and resolve the complaint. If additional information is required, the Town of Fairfield may contact the complainant. The complainant will be given up to 60 business days to submit the requested information.

- Failure to provide requested information within the specified timeframe may result in administrative closure of the complaint.
- A complaint may also be closed if the complainant withdraws the complaint.

The Town of Fairfield will notify the Connecticut Department of Transportation (CTDOT) Title VI Coordinator of any Title VI complaints within 10 business days of receipt.

## **Disposition of Complaints**

At the conclusion of the investigation, the Town of Fairfield will issue one of the following:

- Closure Letter – indicates that no Title VI violation was found
- Letter of Finding (LOF) – outlines the findings of the investigation and any corrective actions taken

## **Appeals**

If the complainant disagrees with the determination, they may appeal the decision within 30 days of the date of the Closure Letter or Letter of Finding.

## **External Complaint Options**

A complainant may file a Title VI complaint directly with:

- Connecticut Department of Transportation (CTDOT)  
Office of Contract Compliance  
Attn: Title VI Coordinator  
2800 Berlin Turnpike  
Newington, CT 06111
- Federal Transit Administration (FTA)  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590