



CITY OF ELMIRA NEW YORK

Title VI Complaint Procedure

Any person who believes he/she has been excluded from participation in, denied the benefits of, or subjected to discrimination under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by the City of Elmira based on *race, color, or national origin*, may file an official Title VI complaint with the City of Elmira Clerk, who serves as the Title VI Intake Officer: Elmira City Clerk, City Hall, 1st Floor, 317 East Church Street, Elmira, NY 14901, Phone #: 607/737-5673, Fax #: 607.737-5783.

A formal complaint must be filed within one hundred eighty (180) calendar days of the alleged occurrence, of the alleged discrimination, of the date on which the conduct was discontinued, or the latest instance of the conduct.

Complainant must present a detailed description of the issues, including names, job titles of individuals perceived as parties to the action complained against, date, time of day, location, and contact information of any witnesses to the alleged incident.

The complainant should complete this process by documenting the above details on the [City of Elmira Title VI complaint form](#). The complaint form must be signed, mailed or returned to the City Clerk's officer at City Hall, 1st Floor, 317 East Church Street, Elmira, NY 14901.

Copies of all Title VI discrimination complaints filed with the City must be forwarded to the New York State Department of Transportation's Office of Civil Rights with copies to the Regional Local Project Liaison.

INVESTIGATION

Upon receipt of the complaint, the City Clerk will forward the complaint within two (2) business days to the City of Elmira's Title VI Compliance Officer for a determination of jurisdiction and acceptability. The Title VI Compliance Officer will notify the complainant in writing within ten (10) days of receipt of the complaint. All complaints will be investigated promptly. The investigation should be completed within thirty (30) days. Upon completion of the investigation, if a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final investigative report. The investigation process and final report should take no longer than sixty (60) days.

APPEAL PROCESS

If no violation is found and the complainant wishes to appeal the decision, he/she may contact the Federal Transit Administration Office of Civil Rights at: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave, S.E., Washington, D.C. 20590, or file a complaint online through the FTA's website:

www.fta.dot.gov/civilrights/title6/civil_rights_5104.html.

EXTERNAL FILING PROCESS

A complainant may file a complaint directly within one hundred eighty (180) days of the date of the alleged discrimination with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, FTA Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., S.E., Washington, D.C. 20590 or via their website:

www.fta.dot.gov/civilrights/title6/civil_rights_5104.html.

A complainant may file a complaint directly with Chemung County within one (1) year from the last act of discrimination by filing a complaint with the local Human Rights Commission, attention: Chemung County Human Relations Commission, 211 Lake Street, Elmira, NY 14901, Phone #: 607/733-5575, ext. 223, Fax #: 607/733-9524.