

FILING A COMPLAINT

Applicability

The complaint procedures apply to the beneficiaries of the City of Muscatine's programs, activities, including but not limited to the public, contractors, sub-contractors, consultants, employees, and other sub-recipients of federal and state funds.

Eligibility

If any individual, group of individuals, or entity believes that they or any other program beneficiaries have been subjected to discrimination prohibited by Title VI non discrimination provisions as a recipient of benefits and/or services, or on the grounds of race, color, national origin, or sex, they may exercise the right to file a complaint with the City of Muscatine. Every effort will be made to resolve complaints informally at the agency, recipient, and/or contractor level.

Time Limitation on Filing Complaints

Title VI complaints may be filed with

- City of Muscatine
- IDOT
- Federal Highway Administration
- U.S. Department of Transportation

In all situations, City of Muscatine employees must contact the Human Resources Manager immediately upon receipt of a Title VI or related statutes complaint.

Complaints must be filed not later than 180 days after:

- The date of the alleged act of discrimination; or
- The date the person became aware of the alleged discrimination; or
- Where there has been a continuing course of discriminatory conduct, the date on which the conduct was discontinued.

Complaints must be in writing and must be signed by the complainant and/or the complainant's representative. The complaint must set forth as fully as possible the facts and circumstances surrounding the claimed discrimination.

A Title VI complaint form is available at the Human Resources Department during normal business hours.

INTERNAL COMPLAINT PROCESSING

1. The Human Resources Manager acting as the Title VI Coordinator will review the complaint upon receipt to ensure that all information is provided, the complaint meets the 180 day filing deadline, and falls within the jurisdiction of the city.
2. The Human Resources Manager will then investigate the complaint. If the complaint is against the Human Resources Manager, then the Mayor and/or City Council or its designee will investigate the complaint. Additionally, a copy of the complaint will be forwarded to the City Attorney.