

City of Tacoma Title VI Complaint Process

Any person who believes he/she has been discriminated against on the basis of race, color, or national origin by City of Tacoma may file a Title VI complaint by contacting the agency. The complainant should complete and submit the Title VI Complaint form linked below to facilitate a speedier investigation. City of Tacoma will investigate all complaints received within 180 days of the alleged incident.

Once the complaint is received by City of Tacoma, it will be reviewed to determine whether the complaint constitutes a Title VI complaint and/or whether there is sufficient information for an investigation. The complainant will receive an acknowledgement letter informing him/her whether the complaint is covered under Title VI.

City of Tacoma will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, City of Tacoma may contact the complainant. Unless a longer period is specified by City of Tacoma, the complainant will have ten (10) days from the date of the letter to send requested information to the City of Tacoma investigator assigned to the case.

If City of Tacoma's investigator is not contacted by the complainant or does not receive the additional information within the required timeline, City of Tacoma may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue his/her case.

City of Tacoma will investigate Title VI complaints for which it has sufficient information. After the investigation is completed, the complainant will be issued one of two letters: a closure letter or a letter of finding. A closure letter summarizes the allegations, states that a Title VI violation could not be established, and informs the complainant that the case will be closed. A letter of finding summarizes the allegations and explains whether any type of corrective action was recommended and/or taken.

A complainant may appeal the decision by submitting a written request to City of Tacoma's Deputy Chief Executive Officer within fifteen (15) business days from the date of the closure letter or letter of finding. The appeal request must specify the basis for the appeal. The Deputy Chief Executive Officer will notify the complainant of the decision either to accept or reject the request for appeal within ten (10) days. In cases where appeal is granted, the Deputy Chief Executive Officer will issue a determination letter to the complainant upon completion of the appeal review.

A person may also file a complaint directly with the U.S. Department of Transportation by contacting the Department at: U.S. Department of Transportation, Federal Transit Administration's Office of Civil Rights: Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590 or call 1-888-466-4511.

City of Tacoma Contact Information:

For more information on City of Tacoma's Title VI Policy and the procedures to file a complaint contact 253-591-5000; TTY Relay 711; or email cityoftacoma.org/Tacomafirst; or mail to Customer Support Center, 747 Market Street, Room 243, Tacoma, WA 98402.