

## **CITY OF WINCHESTER TITLE VI COMPLAINT PROCESS**

The City of Winchester will promptly investigate all complaints filed under Title VI in accordance with all applicable federal regulations.

1. **RIGHT TO FILE A COMPLAINT.** Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint.
2. **INVESTIGATIONS.** The City of Winchester will make a prompt investigation of all Title VI complaints. The investigation will include, reporting the complaint to the City's Title VI Coordinator, City Attorney, and City Manager, interviewing all parties and/or witnesses related to the complaint, reviewing any video surveillance data available related to the complaint and reviewing relevant City and/or departmental practices and policies to determine whether the City or one of its departments or agents has failed to comply with Title VI.
4. **LETTERS OF FINDING AND RESOLUTION.** After the investigation has been completed the City of Winchester will transmit to the complainant one of the following letters based on its findings:
  - a. A letter of resolution that explains the steps taken or promises to take to remedy the complaint.
  - b. A letter of finding that states the complaint is not found to be in noncompliance with Title VI. This letter will include an explanation of why the complaint is unfounded and provide notification of the complainant's appeal rights.
5. **APPEALS PROCESS.** The letter of finding and resolution will offer the complainant the opportunity to provide additional information regarding the complaint within 30 days of the date of the letter. After reviewing this information, the City of Winchester will respond in writing within 30 days either by issuing a revised letter of resolution or finding to the appealing party, or a notice that the original letter of resolution or finding has been sustained.