



Town of Simsbury

933 HOPMEADOW STREET

SIMSBURY, CONNECTICUT 06070

Title VI Complaint Procedure

Any person who believes she/he has been discriminated against on the basis of race, color, or national origin by the Town of Simsbury may file a Title VI complaint by completing and submitting the Town of Simsbury Title VI Complaint Form. The Town investigates complaints received no more than 180 days after the alleged incident. Complaint forms should be sent to: Melissa A.J. Appleby, Deputy Town Manager, 933 Hopmeadow Street, Simsbury, CT 06070.

Once the complaint is received, Ms. Appleby will review it to determine if the Town has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Town. The Town will notify the Connecticut Department of Transportation's Title VI Coordinator of any Title VI complaints filed within 15 calendar days of receipt.

The Town of Simsbury has 15 calendar days to investigate the complaint. If more information is needed to resolve the case, Ms. Appleby may contact the complainant. The complainant has 15 calendar days from the date of the letter to send the requested information to Ms. Appleby. If Ms. Appleby is not contacted by the complainant or does not receive the additional information within 15 calendar days, the Town can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After Ms. Appleby reviews the complaint, she will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or any other action will occur.

If the complainant wishes to appeal the decision, she/he may appeal the decision within 15 calendar days of the date of the letter or the LOF to the Town Manager or her/his designee. Within 15 calendar days after receipt of the appeal, the Town Manager or her/his designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Town Manager or her/his designee will respond in writing in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Town, appeals to the Town Manager or his/her designee, and responses from the Town will be kept by the Town of Simsbury for at least three years.

A person may also file a complaint directly with the Connecticut Department of Transportation, Office of Contract Compliance, Attn: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111; or directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.