

## **Town of Minden Title VI Complaint Procedures**

The Town of Minden will ensure that all complaints received by individuals are properly routed to the appropriate agency. Investigation of these complaints will not be done by the Town, but by either NDOT or the Federal Highway Administration.

### **Discrimination Complaint Procedure for the Town of Minden**

Federal law prohibits discrimination on the basis of race, color, or national origin in any Town of Minden program or activity. This prohibition applies to all branches of the Town of Minden, its contractors, consultants, and anyone else who acts on behalf of the Town of Minden.

Federal law requires that the Town of Minden investigate, track, and report discrimination complaints. Complaints must be filed in writing and will be investigated within sixty (60) days of submission. If you need assistance to file your complaint or need interpretation services, please contact the Town's Administrative Services Manager.

#### **Who is eligible to file a complaint?**

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Town of Minden program or activity because of their race, color, or national origin may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated in a discrimination investigation.

#### **How do you file a complaint?**

Complaint information and forms are available online at <http://www.townofminden.com/2221/Town-of-Minden-Title-VI-Policy>

Complaints must be filed in writing within 180 days from the last date of the alleged discrimination. However, contact the Town of Minden Administrative Services Manager if you believe your complaint may fall outside this deadline.

Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact Rachel Hamer, the Town of Minden Administrative Services Manager.

Complaints may be submitted via mail, email, fax or in person to:

The Town of Minden  
c/o Rachel Hamer  
1604 Esmeralda Ave, suite 101  
Minden, NV 89423  
Phone: (775) 782-5976  
Fax: (775) 782-5287  
Office email: [info@townofminden.com](mailto:info@townofminden.com)

Complaints may also be filed directly with the following agencies:

Civil Rights Officer  
Nevada Department of Transportation  
3014 W. Charleston Blvd., Ste. 150  
Las Vegas, NV 89102  
Phone: (702) 730-3301  
Fax: (702) 486-0487  
[sbraih@dot.nv.gov](mailto:sbraih@dot.nv.gov)

US Department of Transportation,  
Federal Highway Administration,  
Nevada Division  
705 N. Plaza Street #220, Ste. 220, Carson City, NV 89701  
Phone: (775) 687-1204  
Fax: (775) 687-3803  
Office email: [nevada.fhwa@fhwa.dot.gov](mailto:nevada.fhwa@fhwa.dot.gov)

What happens after a complaint is filed?

Title VI complaints must be investigated within sixty (60) days. If the complaint is received by the Town of Minden, the Administrative Services Manager will forward the complaint to Nevada Department of Transportation or the Federal Highway Administration. If your complaint is forwarded to one of these agencies, you will be provided the name and contact information of the employee handling your complaint.

Investigating a complaint includes interviewing all parties involved and key witnesses. The investigator may also request relevant information such as books, records, electronic information, and other sources of information from all involved parties. You may specify if there is a particular individual or individuals that you feel should not investigate your complaint due to conflict of interest or other reasons.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.