

## TITLE VI GRIEVANCE PROCEDURE

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. Discrimination includes, but is not limited to, excluding an individual from participation in or denying an individual the benefits of any program or activity receiving Federal financial assistance due to the individual's race, color, or national origin. As a recipient of Federal financial assistance, Mecklenburg County does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, whether carried out by Mecklenburg County directly, through a contractor, or any other entity with whom Mecklenburg County arranges to carry out its programs and activities.

This grievance procedure is established so that anyone who believes he or she has been subjected to discrimination in the receipt of benefits and/or services from Mecklenburg County on the grounds of race, color, or national origin and wishes to file a Title VI complaint may do so following the outline below.

The complaint should be in writing and contain information about the alleged discrimination such as:

1. The name, address, and phone number of complainant;
2. The name of the county department and/or county employee(s) against whom the complaint is filed; and
3. The location, date, and description of the alleged violation.

The complaint should be submitted by the complainant or his or her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Twyla Hollingsworth-Richardson Deputy Compliance Officer  
Office of the County Attorney  
600 East Fourth Street, 11<sup>th</sup> floor CMGC  
Charlotte NC 28202  
Twyla.Hollingsworth@MecklenburgCountyNC.gov

Within 15 calendar days after receipt of the complaint, the Deputy Compliance Officer shall begin an investigation of the complaint. The investigation may include interviews of the complainant, Mecklenburg County employees, and witnesses to the alleged discrimination, as well as review of any physical or written evidence. The Deputy Compliance Officer will also determine whether Mecklenburg County has jurisdiction over the complaint.

Absent extenuating circumstances, and assuming Mecklenburg County has jurisdiction, the Deputy Compliance Officer will provide a written response to the complaint within 15 days after beginning the investigation. The response will explain the position of Mecklenburg County and offer options for substantive resolution of the complaint.

If the response does not satisfactorily resolve the issue, the complainant may appeal the decision within 15 calendar days after receipt of the response to the County Chief Compliance Officer.

Within 15 calendar days after receipt of the appeal, the Chief Compliance Officer will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after this meeting, the Chief Compliance Officer will respond in writing to the complainant, with a final resolution of the complaint.

Tyrone C. Wade County Attorney/Chief Compliance Officer  
Office of the County Attorney  
600 East Fourth Street, 11<sup>th</sup> floor CMGC  
Charlotte, NC 28202  
TyroneC.Wade@MecklenburgCountyNC.gov

If at any time a delay is expected, the appropriate Mecklenburg County official will notify the complainant in writing of the reasons(s) for the delay and the date by which a response will be issued. These procedures do not deny the right of the complainant after completion of the Title VI complaint process to file a complaint with state or federal agencies, or to seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.