

V. Complaint Procedures

Title VI of the Civil Rights Act of 1964, as amended, and with its related statutes and regulations, prohibits unequal treatment or discrimination. Any individual, group of individuals or entity that believes they have been subjected to discrimination as to the receipt of benefits and/or services based on their race, color, or national origin has the right to file a complaint as described herein. Complaints should be filed with the County of Anderson, South Carolina's Title VI Coordinator.

These procedures cover complaints filed under Title VI of the Civil Rights Act of 1964, and other relevant regulations, statutes, directives and Executive Orders relating to any federally funded contract or activity administered by the County. It also applies to sub-recipients, consultants, and contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties, the Title VI Coordinator and the Department Heads may be utilized for resolution.

The following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within 45 business days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

The preferred method is to file your complaint in writing using **Anderson County Title VI Complaint Form**, see **EXHIBIT 1** and send it to:

Rhonda Sloan
Title VI Coordinator
Anderson County
PO Box 8002
Anderson, South Carolina 29622

- 2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to Anderson County Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and Anderson County Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) business days by registered mail. The Title VI Coordinator will determine its jurisdiction, acceptability, need for additional information, and investigative merit of the complaint.

- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days from the date of the letter to submit the required information. If the information is not received within the 30 business days, the Title VI Coordinator can close the case. A case can also be closed if the Complainant no longer wishes to pursue their case.
- 5) Once the Title VI Coordinator decides the course of action for the complaint, the Complainant and the Respondent will be notified in writing of such determination within ten (10) business days of receipt of complaint. The complaint will be logged into the Complaint Log (Exhibit 2) and the basis for the allegation identified.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of Anderson County's jurisdiction, while informing the parties that their full cooperation will be required. A complete investigation will be conducted, and the Title VI Coordinator will prepare a written investigative report. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and disciplinary actions where appropriate.
- 6) If the complaint is against a sub-recipient, consultant, or contractor under contract with the County, the appropriate department shall be notified of the complaint within fifteen (15) calendar days of receiving the complaint.
- 7) The Title VI Coordinator will provide the Respondent with the opportunity to respond in writing to the allegations made by the Complainant. The Respondent will have fifteen (15) business days from receipt of notification to furnish a response to the allegations.
- 8) Once the investigative report and finding becomes final, the Complainant and Respondent shall receive a copy of the investigative report and shall be notified of their appeal rights.
- 9) A person may also file a complaint directly with the state or federal agencies or seek private counsel for complaints alleging discrimination.

Rhonda Sloan, Title VI Coordinator
Anderson County
P.O. Box 8002
Anderson, SC 29622-8002
Phone: 864-260-6993
Fax: 864-260-4795
Email: rsloan@andersoncountysc.org

COMPLAINT FORM INSTRUCTIONS

The purpose of this form is to help any person interested in filing a complaint with Anderson County, South Carolina. If the complaint is against Anderson County, South Carolina, the County's Title VI Coordinator will forward it to the appropriate state or federal agency for investigation.

You are not required to use this form. You may write a letter with the same information, sign it and return it to the address printed above.

All items must be completed. Failure to provide complete information may impair the investigation of your complaint.

Anderson County will provide assistance if you are an individual with a disability or have limited English proficiency. For TTY customers, dial 711 to reach the South Carolina Relay Service.

You also have the right to file a complaint with other state or federal agencies that provides federal financial assistance to Anderson County. Additionally, you have a right to seek private counsel.

Anderson County and its sub-recipients, consultants, and contractors are prohibited from retaliating against any individual because he or she, in good faith opposed an unlawful policy or practice, filed charges, testified, or participated in any complaint action under Title VI or other nondiscrimination authorities.

Please make a copy of your complaint form for your personal records. Mail the original complaint form along with any copies of documents or records relevant to your complaint to the address above. Complaints of discrimination must be filed, within 45 days of the date of the alleged discriminatory act. If the alleged act of discrimination occurred more than 45 days ago, please explain your delay in filing this complaint.

Your complaint cannot be processed without your signature.

**ANDERSON COUNTY
TITLE VI
COMPLAINT FORM**

Instructions: If you would like to submit a Title VI complaint to Anderson County please fill out the form below and send it to: Anderson County, Attn: Rhonda Sloan, Title VI Coordinator, PO Box 8002, Anderson, South Carolina 29622. For questions or a full copy of Anderson County's Title VI policy and complaint procedures call 864-260-6993 or email rsloan@andersoncountysc.org.

1. Name (Complainant):	
2. Address:	
3a. Telephone (Home):	3b. Telephone (Cellular/Work):
4. Email Address:	
5. If applicable, name of person(s) who allegedly discriminated against you:	
6. Location and position of person(s) if known:	7. Date of incident:
8. Discrimination because of: <div style="margin-left: 20px;"><input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National origin</div>	
9. Are you filing this complaint on your own behalf? Circle YES NO If no, please supply the name and relationship of the person for whom you are complaining: Please explain why you have filed for a third party: Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	

10. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.

11. Why do you believe these events occurred?

12. What other information do you think is relevant to the investigation?

13. How can this/these issue(s) be resolved to your satisfaction?

14. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):

Name:

Address:

Phone number:

15. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?

☐ Yes

☐ No

If yes, check all that apply:

☐ Federal agency

☐ Local agency

☐ State court

☐ State agency

☐ Federal court

If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed.

Agency/Court:

Contact's Name:

Address:

Phone number:

16. Have you previously filed a complaint with this agency? Circle YES NO

17. Name of agency complaint is against:

Contact person:

Title:

Telephone Number:

Signature (Complainant):

Date of filing:

You may attach any written materials or other information that you think is relevant to your complaint.