

City of Loveland

Title VI Civil Rights Complaint Process and Procedure

The City of Loveland operates without regard to race, color, or national origin and provides equal access to its programs and services to all members of the public. The following information serves to inform the public of its right to this access, and to educate members of the public so that they may understand their rights under the civil rights law which protects the receipt and benefit of services as defined by Title VI of the Civil Rights Act of 1964.

For information on Title VI complaint and investigation procedures, or to fill out a Title VI complaint form, please see the following Title VI Complaint and Investigation Procedures. To obtain more information on the City's non-discrimination obligations, please submit a written request to: City of Loveland, Attn: Title VI Coordinator, 500 East Third Street, Loveland, CO 80537.

Title VI Complaint and Investigation Procedures:

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by the City. These procedures do not affect 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 and the City may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint, preferably using the [City Title VI Complaint Form](#), and send it to the following:

Title VI Coordinator
City of Loveland
500 East Third Street
Loveland, CO 80537
Phone: (970) 962-2372

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

1. A formal complaint must be filed within one-hundred eighty (180) calendar 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 the alleged discriminating person(s), basis of complaint (race, color, national origin), and the date of the alleged act or acts. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A copy of the form can be found on the City of Loveland website or may be requested by writing to the Title VI Coordinator at the address listed below. The City encourages individuals to submit Title VI complaints in writing using this form and mailing to:

City of Loveland
Attn.: Title VI Coordinator
500 East Third Street
Loveland, CO 80537

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 the City of Loveland Title VI Coordinator. Under these circumstances, the Complainant will be interviewed, and the Coordinator will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received, the Coordinator will provide written acknowledgment to the Complainant within ten (10) calendar days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within fifteen (15) calendar days from receipt of a complete complaint, the City of Loveland will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Title VI Coordinator or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
 - 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 City's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.
6. When the City does not have sufficient jurisdiction, the Title VI Coordinator or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
7. If the complaint has investigative merit, the Title VI Coordinator or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Title VI Coordinator within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
8. The Title VI Coordinator or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) calendar days from receipt of the complaint.
9. If the Title VI Coordinator's final response does not satisfactorily resolve the matter, the Complainant or Complainant's authorized representative may appeal the decision of the Title VI Coordinator, in writing, to the City Manager, City of Loveland, 500 East Third Street, Loveland, CO 80537. The Complainant shall file his or her appeal, including a detailed description of its basis, no later than thirty (30) calendar days after the date of the Title VI Coordinator's final written response.