100 River Road • Suite 106 • Loudon, Tennessee 37774

## Title VI Discrimination Complaint Procedure

If a resident/customer states a desire to file a Title VI complaint against the Loudon County, they should be directed to the city's Title VI Coordinator (Anita Green, Mayor's Office, 100 River Road, Loudon, TN 865-458-4664). The Coordinator will then schedule to meet with the complainant to learn the nature of the complaint. If the complaint is related to Title VI and the complainant wishes to file a complaint, the coordinator will assist. Guidelines for a proper Title VI complaint are as follows:

- ✓ Complaint must be in writing
- ✓ It should include the address, phone number, and signature of the drafter.
- ✓ Description of the discriminatory acts(s) that violate Title VI
- Include the name of recipient that the allegation is made against (<your agency> or subcontractor's name)
- ✓ Complaint must be filed within 180 calendar days of the alleged discrimination.
- ✓ Record meeting in the presence of another employee. Complainant should be allowed to have a witness or representative present at said meeting.
- ✓ A written complaint would be requested (but not required) from the complainant.
- ✓ Upon receiving the complaint, the Title VI Coordinator would forward a copy to the appropriate agency within 7 working days. Determination of appropriate agency would be made after consultation with a member of TDOM's Title VI Department. (See note below)
- ✓ A copy of complaint should be forwarded to an official of any alleged discriminatory subcontractor.
- ✓ A log should be made by Title VI coordinator of all complaints and appeals.

NOTE: Someone at the following address or phone should be contacted to assist in the determination of the agency with jurisdiction over alleged complaints:

TDOM Title VI Director State of Tennessee Department of Military 3041 Sidco Drive Nashville, TN 37204 Telephone: 615-313-0928, Fax No. 615-313-0611