



Ada County Title VI Discrimination Complaint Procedure

Any person who believes that he/she has been subjected to unequal treatment or discrimination, or has been excluded from participation in or denied benefits of Ada County's programs and services on the basis of race, color, national origin, sex, age or disability, may file a complaint with Ada County's Title VI Coordinator within 180 days from the date of the alleged discrimination.

To be accepted, a Title VI complaint must:

- Involve discrimination on the basis of race, color, national origin, sex, age, disability, Limited English Proficiency, low-income or minority status;
- Allege that the discrimination was committed by Ada County, an Ada County employee, or a contractor or agent working on behalf of Ada County; and
- Be filed within 180 days from the alleged discrimination (or where there has been a continuing course of conduct, the date from which that conduct was discontinued).

Submitting a Complaint

Complaints must be in writing and signed by the complainant. If the complainant needs assistance in writing or signing a complaint, he/she may have another person write and acknowledge the complaint on his/her behalf, or request assistance from the Title VI Coordinator.

When filing a complaint, please use the complaint form available on the county website or by calling 208-287-7123. Complaints should include:

- The name, address and phone number of the person who experienced the alleged discriminatory action;
- The date of the alleged act of discrimination or the date when the complainant(s) became aware of the alleged discrimination;
- A brief but specific description of the alleged discriminatory practice or action with any relevant facts; and
- The names and contact information of any witnesses, including county employees or contractors.

The complaint must be signed and returned by mail, FAX or e-mail to:

Title VI Coordinator
Ada County Department of Administration
200 W Front Street
Boise, ID 83702
Phone: (208) 287-7123
Fax: (208) 287-7159
TDD: (208) 287-7979
TitleVICoordinator@adaweb.net

County Response and Investigation

Once a complaint is filed, the Ada County Title VI Coordinator will log the complaint and determine:

- a) Whether the complaint is complete or if additional information is needed;
- b) Whether the complaint is timely; and
- c) If the County has jurisdiction.

Acknowledgement – Within 10 business days, the Title VI Coordinator will acknowledge receipt of the allegation in writing, and inform the complainant of proposed actions. If the complaint is not accepted, the Coordinator will state why.

Investigation – If the complaint is accepted, the Title VI Coordinator will assign an investigator to evaluate the merits of the complaint. The investigator may review relevant documentation and interview individuals who may have information. If the investigator requires additional information, the complainant will be notified of what is needed, and will have 30 calendar days from the date of the letter to submit the requested information.

The County will strive to complete the investigation within 60 calendar days of receiving all requested information, but the complexity of the complaint, the individuals involved, and other factors may influence the timeline. When the investigation is complete, the investigator will submit a report of findings with recommended actions to Ada County's Title VI Coordinator.

Notice of Decision – Once the report of findings has been submitted, the Title VI Coordinator will issue, within 10 business days, one of the following letters to the complainant:

- A **letter of findings** summarizing the allegations and the interviews about the alleged incident, and explaining whether any disciplinary action, additional training of the staff member or other action will occur; or
- A **closure letter** summarizing the allegations and stating that there was not a Title VI violation found, and the case will be closed. The County may dismiss a complaint and issue a closure letter for any of the following reasons:
 - The complainant withdraws the complaint;
 - The complainant fails to respond within 30 days to requests for additional information needed to process the complaint;
 - The complaint is untimely;
 - The complainant cannot be located; or
 - The complaint is determined to be legally or factually insufficient.

Appealing the Decision

If the complainant is not satisfied with the written decision of the Title VI Coordinator, the complainant or his/her designee may, within 15 calendar days of the receipt of the decision, appeal the decision in writing to the Board of Ada County Commissioners. The Board of County Commissioners will review the appeal and respond with a final decision within 30 calendar days of receiving the appeal.

For complaints involving the Idaho Department of Transportation (ITD) or the U.S. Department of Transportation, additional appeal rights are available through the Idaho Transportation Department (ITD) or the U.S. Department of Transportation:

Idaho Transportation Department

EEOO – External Programs
Diane Steiger, Title VI & ADA Coordinator
PO Box 7129
Boise, ID 83707-1129
208-334-8884
Diane.Steiger@itd.idaho.gov

Federal Highway Administration

Idaho Division Office
Peter Hartman, Division Administrator
3050 Lakeharbor Lane, Suite 126
Boise, ID 83703
208-334-9180

ITD Notification

Ada County will notify ITD within 10 business days of receipt of any complaint involving ITD or its programs by the Title VI coordinator including the:

- a) Name, address and phone number of the complainant;
- b) Name(s) and address(es) of alleged discriminating official(s);
- c) Basis of complaint (i.e., race, color, national origin or sex);
- d) Date of alleged discriminatory act(s);
- e) Date the complaint was received by Ada County;
- f) A statement of the complaint;
- g) Other agencies (state, local or federal) where the complaint has been filed; and
- h) An explanation of the actions Ada County has taken and/or proposes to resolve the issue raised in the complaint.

The Title VI Coordinator will also provide ITD with a copy of the notice of decision and summary of findings upon completion of an investigation.