

CITY OF LEBANON TITLE VI GRIEVANCE PROCEDURE

This Grievance Procedure is established to meet the principles of Title VI of the Civil Rights Act of 1964 (Title VI) It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of race, color, national origin, age, or gender in employment practices and policies or the provision of services, activities, programs, or benefits by the City of Lebanon.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available upon request.

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

**Jim Henderson
Title VI Coordinator
(615) 443-2809
200 Castle Heights Avenue North
Lebanon, TN. 37087**

Within 15 calendar days after receipt of the complaint, a staff member will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after meeting, a staff member will respond in writing, and, where appropriate, in a language accessible to the complainant. The response will explain the position of the City of Lebanon and offer options for substantive resolution of the complaint.

If the response by the staff does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the Title VI Coordinator within 15 calendar days after receipt of the response to the Mayor or his or her designee.

Within 15 calendar days after receipt of the appeal, the Mayor or his or her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Mayor or his or her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by Jim Henderson, appeals to the Mayor or his or her designee, and responses from the Title VI Coordinator and Mayor or his or her designee will be kept by the City of Lebanon for at least three years.