



La Plata County, Colorado Grievance Procedure under the Title VI of the Civil Rights Act

This Grievance Procedure is established to meet the requirements of the Title VI of the Civil Rights Act of 1964. It may be used by anyone, other than employees, who wishes to file a complaint alleging discrimination on the basis of race, color, national origin, sex, disability or age in the services, programs or activities offered by La Plata County, excluding the Department of Human Services which has their own [complaint plan](#) and [form](#) and complainants must follow those procedures. It is the policy of the County that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination on the grounds of race, color, national origin, sex, disability or age. (Please see note below with respect to employees.)

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 an audio recording of the complaint will be made available for persons with disabilities 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 La Plata County's Title VI Coordinator listed below:

Deputy County Manager, Title VI Coordinator
La Plata County
1101 E. 2nd Ave.
Durango, CO 81301
Phone: 970-382-6210
or by email:
countyadmin@lpcgov.org

The complaint form is online at <https://laserfiche2016.laplata.co.us/Forms/TitleVI>. If assistance is needed in completing the form, please contact the Title VI Coordinator at 970-382-6210 or by email at countyadmin@lpcgov.org.

Within 15 calendar days after receipt of the complaint, the Title VI Coordinator or their designee will meet with the complainant and key witnesses to discuss the complaint and the possible resolutions, unless information critical to a resolution of the complaint is not reasonably available within that time period. The investigator may also request relevant information such as documents, electronic information, and other sources of information from the parties.

Within 15 calendar days of the meeting, the Title VI Coordinator or designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print or audio or video file.

The response will explain the position of La Plata County and offer options for substantive resolution of the complaint.

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

Within 15 calendar days after receipt of the appeal, the County Manager or his/her designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the County Manager or his/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 the Title VI Coordinator or designee, appeals to County Manager or their designee, and responses from these two offices will be retained by the County for three years.

Notes:

- Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the Title VI Coordinator.
- This policy relates only to Individuals who believe they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any County service, program or activity because of their race, color, national origin, age, sex, or disability.
- Any employee who has a complaint of discrimination should contact the La Plata County Human Resources Director for further instructions as the County's Employee Relations policies governs employment-related complaints of discrimination.
- For complaints/claims filed related to public works' services, programs or activities, the Title VI Coordinator will:
 - Forward any Title VI complaints to CDOT within three (3) business days of receipt
 - Ensure that notices and complaint procedures are translated into any language that meets the Limited English Proficient (LEP) Safe Harbor threshold (e.g., LEP language groups that constitute five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served by the County).

Adopted: November 21, 2023