



Title VI Complaint Procedures

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987. Any person who believes they, or any specific class of persons, to be subjected to prohibited discrimination based on race, color or national origin may file a written complaint individually or through a representative. A complaint must be filed no later than 180 days after the date of the alleged discrimination, unless the discrimination is ongoing, or the time for filing is extended by the FHWA. Complaints related to the Federal-aid highway program may be filed with TxDOT, FHWA Division Office, the FHWA Headquarters Office of Civil Rights (HCR), the USDOT Departmental Office of Civil Rights, or the USDOJ. The City of Corpus Christi will ensure that all complaints are sent to the appropriate authority for disposition. Complaints alleging violations of Title VI by subrecipients may be filed in writing directly with the following local, state and federal agencies:

The City of Corpus Christi
Attn: Title VI Coordinator
2525 Hygeia. Corpus Christi, TX 78415

Additionally, complaints filed against the subrecipient may also be filed with TxDOT or FHWA at:

Texas Department of Transportation
Civil Rights Division
Attn: Title VI Program Administrator
125 E. 11th Street
Austin, TX 78701

Federal Highway Administration – Texas Division
Attn: Civil Rights Specialist
300 E. 8th St.
Austin, TX 78701

Federal Highway Administration
Office of Civil Rights
HCR-20, Room E81-320
1200 New Jersey Avenue, SE
Washington, DC 20590

Complaint and investigation files are confidential. The contents of such files will only be disclosed to appropriate City of Corpus Christi personnel, state and federal authorities in accordance with Federal and State laws. The City of Corpus Christi will retain files in accordance with records retention schedules and all Federal guidelines.



Title VI Complaint Procedures

Scope of Title VI Complaints

No person or groups of persons shall, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by the City of Corpus Christi, and its contractors on the grounds of race, color, or national origin.

The scope of Title VI covers all internal and external activities of the City of Corpus Christi.

The following types of actions are prohibited under Title VI protections (See [eCFR :: 49 CFR Part 21 -- Nondiscrimination in Federally-Assisted Programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964](#))

- Excluding individuals or groups from participation in programs or activities.
- Denying program services or benefits to individuals or groups.
- Providing a different service or benefit or providing them in a manner different from what is provided to others.
- Denying an opportunity to participate as a member of a planning, advisory or similar body that is an integral part of the program.
- Retaliation for making a complaint or otherwise participating in any manner in an investigation or proceeding related to Title VI of the Civil Rights Act of 1964.

How to File a Formal Title VI Complaint

Any person(s) or organization(s) believing they have been discriminated against on the basis of the protected classes stated above by the City of Corpus Christi or its contractors may file a Title VI complaint.

Discrimination complaints must be received no more than 180 days after the alleged incident unless the time for filing is extended by the processing agency.

Complaints should be in writing and signed and may be filed by mail, fax, in person, or e-mail. A complaint should contain the following information:

- A written explanation of the alleged discriminatory actions.
- The complainant's contact information, including, if available: full name, postal address, phone number, and email address.
- The basis of the complaint (e.g., race, color, national origin, etc.).
- The names of specific persons and respondents (e.g., agencies/organizations) alleged to have discriminated.
- Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal financial assistance; and
- The date(s) of the alleged discriminatory act(s) and whether the alleged discrimination is on-going.

Complainants are encouraged to submit complaints directly to the Texas Department of Transportation (TxDOT).



Complaints can also be filed by completing and submitting the City of Corpus Christi Title VI Complaint Form available at [Home | City of Corpus Christi](#) and mailing a letter with the necessary information to:

City of Corpus Christi Public Works

2525 Hygeia

Corpus Christi, TX 78415

katiem2@corpuschristitx.gov

361-826-2319

If necessary, the complainant may call the phone number above and provide the allegations by telephone. The Title VI Coordinator will transcribe the allegations of the complaint as provided over the telephone and send a written complaint to the complainant for correction and signature.

Complaints can also be filed directly with the following agencies:

Federal Highway Administration

U.S. Department of Transportation Office of Civil Rights

HCR-20, Room E81-320

1200 New Jersey Avenue, SE

Washington, DC 20590

Email: CivilRights.FHWA@dot.gov

Texas Department of Transportation

Civil Rights Division

Attn: Title VI Program Manager

125 E. 11th Street Austin, Texas 78701

After submitting a complaint, the complainant will receive correspondence informing them of the status of the complaint within ten (10) business days from the City of Corpus Christi or other agency receiving the complaint.

Los siguientes procedimientos se aplican a las denuncias presentadas en virtud del Título VI de la Ley de Derechos Civiles de 1964 y la Ley de Restauración de los Derechos Civiles de 1987. Cualquier persona que considere que ella misma, o cualquier clase específica de personas, es objeto de discriminación prohibida por motivos de raza, color o nacionalidad, puede presentar una denuncia por escrito, ya sea individualmente o a través de un representante. La queja debe presentarse a más tardar 180 días después de la fecha de la supuesta discriminación, a menos que suceda de manera continua o que la FHWA extienda el plazo para presentar la queja. Las quejas relacionadas con el programa federal de ayuda a las carreteras pueden presentarse ante el Departamento de Transporte de Texas (TxDOT), la Oficina Divisional de la Administración Federal de Carreteras (FHWA), la Oficina de Derechos Civiles (HCR) de la sede central de la FHWA, la Oficina Departamental de Derechos Civiles del Departamento de Transporte de los Estados Unidos (USDOT) o el



Departamento de Justicia de los Estados Unidos (USDOJ). The City of Corpus Christi se asegurará de que todas las quejas se envíen a la autoridad competente para su resolución. Las quejas por presuntas violaciones del Título VI por parte de los subreceptores pueden presentarse por escrito directamente ante las siguientes agencias locales, estatales y federales:

City of Corpus Christi Public Works

A la atención de: Coordinador del Título VI
2525 Hygeia
Corpus Christi, TX 78415
katiem2@corpuschristitx.gov

Además, las quejas presentadas contra el subreceptor también pueden presentarse ante el Departamento de Transporte de Texas (TxDOT) o la Administración Federal de Carreteras (FHWA) en:

Texas Department of Transportation

Civil Rights Division
A la atención de: Title VI Program Administrator
125 E. 11th Street
Austin, TX 78701

Federal Highway Administration

Office of Civil Rights
HCR-20, Room E81-320
1200 New Jersey Avenue, SE
Washington, DC 20590
Email: CivilRights.FHWA@dot.gov

Los expedientes de denuncias e investigaciones son confidenciales. El contenido de dichos archivos solo se revelará al personal adecuado, las autoridades estatales y federales, de conformidad con las leyes federales y estatales. The City of Corpus Christi conservará los archivos de acuerdo con los calendarios de conservación de registros y todas las directrices federales.

Complaints received by the City of Corpus Christi's Title VI Coordinator are forwarded to the TxDOT Office of Civil Rights (OCR). TxDOT OCR will forward the complaint to the FHWA Texas Division Office, along with a preliminary processing recommendation. The FHWA Texas Division Office will forward the complaint to FHWA Headquarters Office of Civil Rights (HCR). FHWA HCR is responsible for all determinations regarding whether to accept, dismiss, or transfer Title VI complaints.



There are four potential outcomes for processing complaints:

- **Accept:** if a complaint is timely filed, contains sufficient information to support a claim under Title VI, and concerns matters under the FHWA's jurisdiction, then HCR will send to the complainant, the respondent agency, and the FHWA Texas Division Office a written notice that it has accepted the complaint for investigation.
- **Preliminary review:** if it is unclear whether the complaint allegations are sufficient to support a claim under Title VI, then HCR may (1) dismiss it or (2) engage in a preliminary review to acquire additional information from the complainant and/or respondent before deciding whether to accept, dismiss, or refer the complaint.
- **Procedural Dismissal:** if a complaint is not timely filed, is not in writing and signed, or features other procedural/practical defects, then HCR will send the complainant, respondent, and FHWA Texas Division Office a written notice that it is dismissing the complaint.
- **Referral\Dismissal:** if the complaint is procedurally sufficient but FHWA (1) lacks jurisdiction over the subject matter or (2) lacks jurisdiction over the respondent entity, then HCR will either dismiss the complaint or refer it to another agency that does have jurisdiction. If HCR dismisses the complaint, it will send the complainant, respondent, and FHWA Division Office a copy of the written dismissal notice. For referrals, FHWA will send a written referral notice with a copy of the complaint to the proper Federal agency and a copy to the USDOT Departmental Office of Civil Rights.

Complaints are not investigated by the City of Corpus Christi. FHWA HCR is responsible for investigating all complaints. FHWA HCR may also delegate the investigation to TxDOT OCR, who would then conduct all data requests, interviews, and analysis and create a Report of Investigation (ROI). TxDOT OCR will have sixty (60) business days from the date the investigation is delegated to prepare the ROI and send it to HCR. HCR will review the ROI and compose a Letter of Finding based on the ROI.

For further information about the FHWA investigation process and potential complaint outcomes, please visit the [Questions and Answers for Complaints Alleging Violations of Title VI of the Civil Rights Act of 1964.](#)



Complaint Log

The City of Corpus Christi maintains a complaint log to document all activity related to the complaint. Information captured includes:

- Complainant's name, and if provided, race, color, and national origin.
- Respondent's name
- Basis(es) of the discrimination complaint
- Allegation(s)/Issue(s) surrounding the discrimination complaint
- Date the discrimination complaint was filed
- Date the investigation was complete
- Disposition
- Disposition date
- Other pertinent information

	Complainant's Name	Date Complaint Received	Allegation & Basis	Disposition Date & Status
Investigations				
1.				
2.				
3.				
Lawsuits				
1.				
2.				
3.				
Complaints				
1.				
2.				
3.				