



Albany County

Title VI Discrimination Complaint Procedures

The County of Albany has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability, family or income status in any of the County of Albany programs, services or activities may file a complaint with the County of Albany's Title VI Coordinator:

Title VI Coordinator
Division of Affirmative Action
Albany County Department of Human Resources
112 State Street, Suite 900
Albany, New York 12207
Phone: (518) 447-7010
Fax: (518) 447-5560
E-mail: titlevicoordinator@albanycountyny.gov

1. **Complete and Submit Complaint Form.** If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Title VI Coordinator for assistance. The County of Albany will also maintain a Title VI/Discrimination Complaint Log to track Title VI/Discrimination complaints filed with the agency to include the final disposition/outcome of the complaints. If assistance is needed to complete the Complaint Form, please contact the Title VI Coordinator at the contact information provided above.
2. **Review of the Complaint Form.** Upon receipt, the Complaint form will be reviewed to determine if the County has jurisdiction to review the alleged act of discrimination. The Complainant shall receive an acknowledgement letter informing him/her whether the complaint will be investigated within ten (10) business days.
3. **Investigation.** Albany County shall endeavor to investigate complaints within 60 calendar days from the receipt of a complaint form. Of more information is needed to resolve a case, the County may contact the complainant. The complainant has 30 calendar days from the date of the letter from the County requesting additional information to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the requested information within the 30 day timeframe, the County can administratively close the case. A case can also be administratively closed if the complainant informs the County that he/she no longer wishes to pursue their case.

4. **Informing the Complainant of the Results of the Investigation.** After the investigator reviews the complaints, he/she will issue one or two letters to the complainant: a Closure Letter or a Letter of Finding. A Closure Letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A Letter of Finding summarizes the allegations and the results of the investigation, and explains whether any disciplinary action, additional training or a staff member, or other action will occur.

5. **Appeal of the Decision.** If the complainant wishes to appeal the decision, he/she has 30 days after the date of the Letter of Finding or Closure Letter to file an appeal. The appeal is filed to the attention of the Albany County Commissioner of Human Resources, 112 State Street, Suite 900, Albany, New York 12207.

Should the complainant be unable or unwilling to complain to the County of Albany the written complaint may be submitted directly to New York State Department of Transportation (NYSDOT). NYSDOT will serve as a clearing house, forwarding the complaint to the appropriate state or federal agency:

New York State Department of Transportation
Office of Civil Rights
50 Wolf Road 6th Floor
Albany, NY 12232
ATTN: Title VI Statewide Coordinator

The County of Albany will post the Title VI Complaint Procedures and a complaint form on the County of Albany official website and ensure the public has easy and direct access to the complaint procedures.