

# **MOUNTAIN VIEW FIRE PROTECTION DISTRICT**

## **Title VI Civil Rights Complaint Process and Procedure**

The District operates without regard to race, color, or national origin and provides equal access to its programs and services to all members of the public. The following information serves to inform the public of its right to this access, and to educate members of the public so that they may understand their rights under the civil rights law which protects the receipt and benefit of services as defined by Title VI of the Civil Rights Act of 1964.

For information on Title VI complaint and investigation procedures, or to fill out a Title VI complaint form, please see the following Title VI Complaint and Investigation Procedures. To obtain more information on the District's non-discrimination obligations, please submit a written request to:

Civil Rights Coordinator  
3561 N. Stagecoach Road  
Longmont, CO 80504  
303-772-0710.

### **Title VI Complaint and Investigation Procedures:**

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by the District. These procedures do not affect the right of the Complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the District may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint, preferably using the [Complaint Form](#), and send it to the following:

Civil Rights Coordinator  
Mountain View Fire Protection  
3561 N. Stagecoach Road  
Longmont, CO 80504  
Phone: 303-772-0710.

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within one-hundred eighty (180) calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address and telephone number; name of the alleged discriminating person(s), basis of complaint (race, color, national origin), and the date of the alleged act or acts. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A copy of the form can be found on the District's website or may be requested by writing to the Civil Rights Coordinator at the address listed below. The District encourages individuals to submit Title VI complaints in writing using this form and mailing to:

Mount View Fire Protection  
Attn.: Civil Rights Coordinator  
3561 N. Stagecoach Road  
Longmont, CO 80504

2. In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the District's Civil Rights Coordinator. Under these circumstances, the Complainant will be interviewed, and the Coordinator will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received, the Coordinator will provide written acknowledgment to the Complainant within ten (10) calendar days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within fifteen (15) calendar days from receipt of a complete complaint, the District will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Civil Rights Coordinator or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of District's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.
6. When the District does not have sufficient jurisdiction, the Civil Rights Coordinator or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
7. If the complaint has investigative merit, the Civil Rights Coordinator or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Civil Rights Coordinator within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
8. The Civil Rights Coordinator or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) calendar days from receipt of the complaint.
9. If the Civil Rights Coordinator's final response does not satisfactorily resolve the matter, the Complainant or Complainant's authorized representative may appeal the decision of the Civil Rights Coordinator, in writing, to the Fire Chief at 351 N. Stagecoach Road, Longmont, CO 80504. The Complainant shall file his or her appeal, including a detailed description of its basis, no later than thirty (30) calendar days after the date of the Civil Rights Coordinator's final written response.
10. All decisions by the fire Chief are final.

# Title VI Civil Rights Complaint Form

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**Instructions:** To Submit a Title VI complaint to Mountain View Fire Protection, please print and complete the following form, sign and return to: MVFP, Civil Rights Coordinator, 3561 N. Stagecoach Road, Longmont, CO 80504. For additional information or questions, please contact our Civil Rights Coordinator at 303-772-0710.

## Section I

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**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone numbers:**

Home \_\_\_\_\_

Work \_\_\_\_\_

E-mail \_\_\_\_\_

**Accessible Format Requirements?**

Large Print:  Audio tape:  TDD:

Other: \_\_\_\_\_

## Section II

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Are you filing this complaint on your own behalf? Yes  No

*[If you answered "yes" to this question, go to Section III.]*

If not, please supply the name and relationship of the person for whom you are complaining: \_\_\_\_\_

Please explain why you have filed for a third party. \_\_\_\_\_

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Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes  No

### Section III

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I believe the discrimination I experienced was based on (check all that apply):

Race  Color  National Origin

Date of Alleged Discrimination (Month, Day, Year): \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

### Section IV

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Have you previously filed a Title VI complaint with MVFP? Yes  No

### Section V

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Have you filed this complaint with any other Federal, State or local agency or with any Federal or State court? Yes  No

Federal Agency \_\_\_\_\_  State Agency \_\_\_\_\_  
 Federal Court \_\_\_\_\_  Local Agency \_\_\_\_\_  
 State Court \_\_\_\_\_

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

Signature \_\_\_\_\_ Date \_\_\_\_\_

*[Note - We cannot accept your complaint without a signature.]*

Please mail your completed form to:  
Civil Right Coordinator  
Mountain View Fire Protection  
3561 N. Stagecoach Road  
Longmont, CO 80504