1.0   Title VI Procedures and Compliance

1.1   Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by Space Coast CIL may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). Space Coast CIL investigates complaints received no more than 180 days after the alleged incident. Space Coast CIL will process complaints that are complete.

Once the complaint is received, Space Coast CIL will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

Space Coast CIL has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Space Coast CIL may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, Space Coast CIL can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days to do so from the time he/she receives the closure letter or the LOF.

The complaint procedure will be made available to the public on Space Coast CIL's website; www.sccil.net.