

Title VI Complaint Procedures

Title VI of the 1964 Civil Rights Act requires that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the County of Volusia may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. Volusia County investigates complaints received no more than 180 days after the alleged incident, and will process complaints that are complete.

Once the complaint is received, the Title VI Coordinator will review it to determine if the County has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the County of Volusia will investigate the complaint.

The County has 60 days to investigate the complaint. If more information is needed to resolve the case, the County’s Title VI Coordinator may contact the complainant in writing. The complainant will have 10 business days from the date of the letter 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 additional information within 10 business days, the Title VI Coordinator can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the case is investigated, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states there was not a Title VI violation, and the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional staff training, or other action will occur.

If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the LOF to do so. A person may also file a complaint directly with the U.S. Department of Justice, Federal Coordination and Compliance Section – NWB, Civil Rights Division, 950 Pennsylvania Avenue, N.W. Washington, D.C. 20530.

Title VI Complaint Form

If you feel you have been discriminated against in the use of any County of Volusia services, programs or activities, please provide the following information in order to assist us in processing your complaint and send it to:

Cindy Hancock Finney, Title VI Coordinator
County of Volusia, Human Resources Division
230 N. Woodland Blvd., Suite 262
DeLand, FL 32720

Please print clearly:

Name

Address

City, state, zip code

Telephone number _____ (home) _____ (cell) _____

Name of person discriminated against:

Address of person discriminated against:

City, state, zip code: _____

Please indicate why you believe the discrimination occurred

_____ Race or color
_____ National origin
_____ Income
_____ Other

Date of the alleged discrimination: _____

Where did the alleged discrimination take place?

Please describe the circumstances as you saw them. Use additional paper if needed.

Please list names of any and all witnesses and their phone numbers.

Please attach any documents you have which support the allegation. Then date and sign this form and mail it to:

Cindy Hancock Finney, Title VI Coordinator
County of Volusia, Human Resources Division
230 N. Woodland Blvd., Suite 262
DeLand, FL 32720

Your signature

Print your name

Date