

City of Lakewood Title VI Complaint Procedures

Federal law prohibits discrimination on the basis of race, color, national origin, age, sex, or disability in any City of Lakewood program or activity. This prohibition applies to all branches of the City of Lakewood, its contractors, consultants, and anyone else who acts on behalf of the City of Lakewood.

Federal law requires that City of Lakewood investigate, track, and report discrimination complaints. Complaints must be filed in writing and will be investigated within sixty (60) days of submission. If you need assistance to file your complaint or need interpretation services, please contact the City of Lakewood's Title VI Coordinator.

Who is eligible to file a complaint?

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any City of Lakewood program or activity because of their race, color, national origin, age, sex, or disability may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated a discrimination investigation.

How do you file a complaint?

Complaints must be filed in writing on the City's Complaint Form within 180 (180) days from the last date of the alleged discrimination. However, contact the City's Title VI Coordinator if you believe your complaint may fall outside this deadline.

The Complaint Form should contain the name, address and telephone number of the Complainant and should contain as much information as possible concerning the alleged violation, including the location, date and description of the problem or incident. The Complaint Form must be completed and signed by the Complainant or his or her authorized representative.

Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint upon request. For assistance in filing a complaint, please contact the City's Title VI Coordinator.

Complaints may be submitted via email at title6coordinator@lakewood.org, or via mail or in person to:

Title VI Coordinator

City of Lakewood, Colorado

480 S. Allison Pkwy.
Lakewood, CO 80226

If a person believes he or she has been discriminated against in violation of Title VI, such person also has the right to file a complaint with an external entity such as the federal agency providing federal assistance to the City related to the program, service or activity of concern or with the United States Department of Justice. For more information about filing a Title VI complaint, visit the U.S. Department of Justice website at this address: <http://www.justice.gov/crt/complaint/>. Or a person who is interested in learning more about filing a complaint may reach the Department of Justice by telephone at (888) 848-5306 for English and Spanish (ingles y espanol) or (202) 307-2678 (TDD).

Complaints pertaining to transportation may also be filed directly with the following agencies:

Colorado Department of Transportation
Civil Rights & Business Resource Center
4201 East Arkansas Ave., Room 150
Denver, CO 80222
dot_civilrights@state.co.us
Phone: (800) 925-3427
Fax: (303) 952-7088
dot_civilrights@state.co.us

Federal Highway Administration, Colorado Division
12300 West Dakota Avenue, Suite 180
Lakewood, Colorado 80228
Phone: (720) 963-3000
Fax: (720) 963-3001

What happens after a complaint is filed?

Title VI complaints must be investigated within sixty (60) days. Investigating a complaint includes interviewing all parties involved and key witnesses. The investigator may also request relevant information such as books, records, electronic information, and other sources of information from all involved parties. You may specify if there is a particular individual or individuals that you feel should not investigate your complaint due to conflict of interest or other reasons.

In some cases, complaints will be forwarded to either the Colorado Department of Transportation or the Federal Highway Administration for investigation. If your complaint is forwarded to one of these agencies, you will be provided the name and contact information of the employee handling your complaint.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.