

## **Discrimination Complaint Procedure for City of Lakewood/Lakewood Rides Program**

Any person who believes she or he has been discriminated against based on race, color, or national origin by the City of Lakewood's (COL) Lakewood Rides Program may file a Title VI complaint by completing and submitting the Title VI Complaint Form. The COL's Lakewood Rides Program investigates complaints received no more than one hundred and eighty (180) days after the alleged incident. The COL's Lakewood Rides Program will process complaints that are complete.

Once the complaint is received, the Older Adult and Transportation Supervisor and the Family Services Manager will review the complaint to determine if our office has jurisdiction. The complainant will receive an acknowledgement of the letter informing her/him whether the complaint will be investigated by our office.

The assigned staff has ten (10) days to investigate the complaint. If more information is needed to resolve the case, the complainant will be contacted. The complainant has five (5) business days from the date of the contact 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 five (5) business days, the investigator 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. An 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 15 days after the date of the closure letter or the LOF, to do so.

Complaints may be submitted via mail, email, and fax or in person to:

Dawn Sluder  
Older Adult and Transportation Supervisor  
1580 Yarrow Street  
Lakewood, Colorado 80214  
Phone: 303-987-4832, (TTY: 303-987-4840);  
Email: [dawslu@lakewood.org](mailto:dawslu@lakewood.org);  
Fax: 303-987-4841

Complaints may also be filed directly with the following:

City of Lakewood  
Risk Management  
480 South Allison Pkwy  
Lakewood, Colorado 80226  
Contact: Seerie Southwick  
Phone: (303) 987-7713  
Email: [seesou@lakewood.org](mailto:seesou@lakewood.org)

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