

## **How to file an LEP complaint or obtain additional information**

If you have a complaint, you may file a signed, written complaint form up to 180 days from the date of the alleged discrimination.

The complaint should include:

- Your name, address and telephone number.
- The name and address of the agency, institution, or department you believe discriminated against you.
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information.
- The names of any persons, if known, whom the City of St. Charles may contact for clarity of your allegations.

A complaint form and process information can be found at [www.stcharlescitymo.gov](http://www.stcharlescitymo.gov).

Please submit your complaint to the following address:

City of St. Charles, Missouri  
Title VI Coordinator  
200 North Second Street  
St. Charles, Missouri 63301  
Telephone: (636) 949-3262  
Fax: (636) 969-3267

***“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.”***

*(42 U.S.C. 2000d)*

## **Commitment to Limited English Proficiency (LEP) Persons**

***“The basic building block of good communications is the feeling that every human being is unique and of value.”—Unknown***



## **The City of St. Charles's Commitment to Limited English Proficiency (LEP) persons**

As part of its Title VI Plan, it is the primary goal of the City of St. Charles to ensure awareness of and compliance with the provisions and requirements under Title VI, including the federal standards and policies regarding LEP persons.

### **Who is an LEP person?**

Persons who do not speak English as their primary language and have a limited ability to read, speak, write or understand English can be limited English proficient or LEP. These individuals may be entitled to language assistance with respect to a particular type of service, benefit or encounter.

### **Who must comply?**

All programs and operations of entities that receive assistance from federal agencies (i.e., recipients), including: state agencies, local agencies, private/non-private entities, subrecipients (entities that receive federal funding from one of the recipients mentioned above) must comply.

Recipients of federal assistance include for example: state Departments of Transportation, MPOs, regional transportation agencies, universities, public safety agencies, etc.

### **Executive Order 13166**

On August 2000, this executive order, "Improving Access to Services for Persons with Limited English Proficiency," was issued and directed to federal agencies to:

- examine the services they provide,
- identify any need for services to those with limited English proficiency (LEP), and
- develop and implement a system to provide those services so LEP persons can have meaningful access to them.

It's expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The executive order also requires that the federal agencies work to ensure that recipients of federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

### **What do LEP standards require?**

In addition to requiring Department of Transportation recipients to develop LEP plans, the law and regulations require that assistance such as spoken and written language services, be provided to LEP persons free of charge.

The City of St. Charles is required to analyze the makeup, size and location of the LEP community in our region and ensure that we have strategies in place to involve those individuals in our community who may have a harder time participating in our activities due to a language barrier. We are readily available to provide you with technical assistance, resources, guidance, and any other information regarding our LEP Plan and Title VI Plan.

Please do not hesitate to call the City Hall for further assistance – (636) 561-1718.

*Federal agencies and those receiving federal assistance must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services and information those entities provide. This will require recipients to think about creative solutions to address the needs of this evergrowing population of individuals, for whom English is not their primary language.*

## **Examples of Language Assistance**

*Oral interpretation services*

*Telephone interpreter lines*

*Written language services*

*Community volunteers*

*Bilingual staff*