

## How to file a 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)*

# Your Rights Under Title VI

of the  
Civil Rights Act of 1964

***“Simple Justice requires that  
public funds, to which all  
taxpayers of all races contribute,  
not be spent in any fashion which  
encourages, entrenches, subsidizes, or  
results in racial discrimination.”***

*President John F. Kennedy*



## **The City of St. Charles's Title VI Plan Commitment**

The primary goal of The City of St. Charles's Title VI plan is to ensure awareness of and compliance with the provisions of Title VI and the responsibilities associated with Title VI of the Civil Rights Act of 1964 and other laws.

The City is readily available to provide you with technical assistance, resources, guidance, and any other information in regard to Title VI. Please do not hesitate to call the City Hall for further assistance.

## **What is Title VI of the Civil Rights Act of 1964 and the Title VI program?**

Title VI of the Civil Rights Act of 1964 states: "No person in the United States shall, on the grounds of RACE, COLOR, or NATIONAL ORIGIN, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under a program or activity receiving federal financial assistance." The Title VI program is made up of the Title VI Civil Rights Act of 1964 and other related laws as included in the brochure.

## **Covered programs or services provided by the City of St. Charles include, but are not limited to:**

- Environmental Services
- Transportation planning
- Project location & design
- Consultant services
- Public involvement
- Safety & security planning
- Programming of projects
- Administration of programs
- Web site services

## **Who must comply with Title VI?**

All entities that receive financial assistance from the federal government.

## **Discrimination prohibited by Title VI**

Discriminatory action or effects are those that are made based upon a person's (a) race, (b) color, or (c) national origin, and may include, but are not limited to:

- Denying a person access or equal access to a service or program;
- Denying a person the opportunity or equal opportunity to participate in a program through the provision of services or otherwise;
- Providing a service to a person that is different, or is provided in a different manner, than the same service provided to others under the program;
- Treating a person differently from others in determining whether he/she meets the criteria necessary to receive services or participate in a program;
- Subjecting a person to segregation or separate treatment in any matter related to his receipt of services.

## **Title VI Federal-aid contract provisions:**

All federal-aid contracts must include contract assurance language in compliance with Title VI of the Civil Rights Act of 1964. Contractors and subcontractors may not discriminate in selection and retention of subcontractors and cannot discriminate in their employment practices in connection with highway construction projects assisted by the federal funds.

## **Limited English Proficiency (LEP)**

Limited English Proficiency (LEP) status includes persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English. These individuals are entitled to language assistance at no cost to them. The federal government and those receiving assistance from the federal government must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information those entities provide.

## **Americans with Disability Act (ADA)**

The Americans with Disabilities Act (ADA) of 1990 provides civil rights protection to person's with disabilities in the areas of employment, public accommodations, services made available by state and local governments, transportation and telecommunications. The ADA calls for the removal of communication and architectural barriers. Individuals covered by the ADA are those with a physical or mental impairment that substantially limits life activities or someone perceived as having a disability.

## **Environmental Justice (EJ)**

Environmental Justice refers to the federal government policy that all agencies will identify and address disproportionately high and adverse human health or environmental effects of their policies, programs, and activities on minority populations and low-income populations.