

Complaint Disposition Process

In accordance with 49 C.F.R. part 21, any person who believes that he/she has been excluded from participation in or denied the benefits or services of any program or activity administered by the City of St. Louis, DIVISION OF POLICE, on the basis of race, color, national origin, sex, disability, age, income status, or LEP may file a complaint of discrimination under the Title VI Program.

I. Procedure for Filing a Title VI Complaint

Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of City of Saint Louis DIVISION OF POLICE programs, activities, and services.

- A. RIGHT TO FILE A COMPLAINT:** Any person who believes they have been discriminated against on the basis of race, color, or national origin by City of Saint Louis may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**.

Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

- B. HOW TO FILE A COMPLAINT:** Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the City of Saint Louis Title VI Complaint Form at <https://www.slmpd.org/civilrights.shtml>, or request a copy by writing to Title VI Coordinator, St. Louis Metropolitan Police Department, 1915 Olive Street, Room 773, St. Louis, MO 63103.

Information on how to file a Title VI complaint may also be obtained by calling at 314-444-5611.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to Title VI Coordinator, St. Louis Metropolitan Police Department, 1915 Olive Street, Room 773, St. Louis, MO 63103 or via email at LegalMailBox@slmpd.org

C. COMPLAINT ACCEPTANCE: City of St. Louis, DIVISION OF POLICE Internal Affairs Division will process complaints that are complete.

Once the Title VI Coordinator determines that a completed Title VI Complaint Form is received, the Internal Affairs Division of the SLMPD or its designee will review it to determine if the City of St. Louis, DIVISION OF POLICE, has jurisdiction. The complainant will receive an acknowledgement letter from the Title VI Coordinator informing them whether or not the complaint will be investigated by the St. Louis Metropolitan Police Department.

D. INVESTIGATIONS: City of Saint Louis DIVISION OF POLICE will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, City of Saint Louis may contact the complainant. Unless a longer period is specified by City of Saint Louis, the complainant will have ten (10) days from the date of the letter to send requested information to the DIVISION OF POLICE Title VI investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

E. LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI Program Coordinator will issue one of two letters to the complainant: a closure letter or 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.

- **A Letter of Finding (LOF)** summarizes the findings of a Title VI violation and provides an explanation of the corrective action taken.

If the complainant disagrees with City of Saint Louis, DIVISION OF POLICE's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. The Title VI Program Coordinator will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, City of Saint Louis will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact Title VI Program Coordinator.

**II. Monitoring Title VI Complaints, Investigations, Lawsuits
and Documenting Evidence of Agency Staff Title VI Training**

A. Documenting Title VI Complaints/Investigations

All Title VI complaints will be entered and tracked in City of Saint Louis Division of Police complaint log. Active investigations will be monitored for timely response on the part of all parties. The agency's Title VI Coordinator shall maintain the log.

Agency Title VI Complaint Log

Date complaint filed	Complainant	Basis of complaint R-C-NO	Summary of allegation	Pending status of complaint	Actions taken	Closure Letter (CL)	Letter of Finding (LOF)	Date of CL or LOF

B. Documenting Evidence of Agency Staff Title VI Training

All Employees of City of Saint Louis DIVISION OF POLICE staff are given Title VI training on an annual basis through the PASS system and the DIVISION OF POLICE will be able answer affirmatively to all the following questions:

1. Are new employees made aware of Title VI responsibilities pertaining to their specific duties?
2. Is Title VI information provided to all employees and program applicants?
3. Is Title VI information prominently displayed in the agency and on any program materials distributed, as necessary?