



Human Resources

712 S. Stagecoach Trail Ste. 1063
San Marcos, TX 78666
Phone: 512-393-2213 Fax: 512-393-2227
www.co.hays.tx.us

Title VI Complaint Procedures

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color, age, sex, gender, disability or national origin be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.

Any person who believes that they have been excluded from, denied the benefits of, or been subjected to discrimination in any service, program or contract operated by the County may file a written complaint with Hays County. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

To request additional information on the County of Hays nondiscrimination obligations **or to** file a Title VI Complaint, please submit your request to:

Hays County Title VI Coordinator / Human Resources Director
712 S. Stagecoach Trail
San Marcos, TX 78666
Tel: 512.393.2213 Fax: 512.393.2227

Complaint Forms can also be obtained at the Hays County Human Resources Office located at the same address above or online at www.co.hays.tx.us.

Complaint Process

Hays County will begin an investigation within fifteen (15) working days of receipt of a complaint and will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, Hays County may administratively close the complaint.

Hays County will complete the investigation within ninety (90) days of receipt of the complaint. If additional time is needed for investigation, the complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action. External discrimination complaints filed under Title VI against Hays County in which Hays County or its sub-recipient is named as the respondent shall be forwarded to the applicable federal funding agency for investigation within 10 calendar days.

A closing letter will be provided to the complainant and the respondent or respondent department. Parties will have five (5) working days from receipt of the closing letter to appeal. If neither party appeals, the complaint will be closed. If required, the investigation report will be forwarded to the appropriate state or federal agency. Hays County maintains a complaint record/log.