639 S. Second Street
Medford, WI 54451
715-748-4321
Fax 715-748-2339

Complaint Procedure

The **City of Medford's** Complaint Procedure is made available in the following locations:

- ✓ City of Medford website https://citymedfordwi.com
- ✓ City Hall Front desk

Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by the City of Medford may file a complaint by completing and submitting the City of Medford's Complaint Form.

The Complaint Form may also be used to submit general complaints to the City of Medford.

The City of Medford investigates complaints received no more than 180 business days after the alleged incident. The City of Medford will process complaints that are complete.

Once the complaint is received, the City of Medford will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, the City of Medford will follow the steps listed in this complaint procedure. The City of Medford may also use this formal procedure to address general complaints. If the City of Medford determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by the City of Medford as a civil rights complaint.

The City of Medford has 90 business days to investigate the civil rights complaint. If more information is needed to resolve the case, the City of Medford may contact the complainant.

The complainant has 10 business days from the date of the letter 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 10 business days, the City of Medford can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued 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/ADA violation and that the case will be closed.
- ✓ A letter of finding (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.

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If the complainant wishes to appeal the decision, the complainant has 14 business days after the date of the letter or the LOF to do so.

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

If information is needed in another language, then contact 715-748-4321.