



**CITY of POOLER**  
— GEORGIA —

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**COMPLAINT PROCEDURE**  
**TITLE VI**

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, by the City of Pooler may file a Title VI complaint by completing and submitting the Title VI Complaint Form. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the recipient's Title VI Coordinator for review and action.

If the complainant is unable to reduce the complaint to writing, please contact the Title VI Coordinator using the information below, and a staff member will help dictate the complaint or provide other necessary assistance.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the City of Pooler no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

In either case, the recipient or his/her designee may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for so doing.

Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of the recipient, the person shall be interviewed by the Title VI Coordinator. If necessary, the Title VI Coordinator will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to the recipient's investigative procedures.

Once the complaint is received, the City of Pooler will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the Title VI Coordinator. The complainant will receive an acknowledgement letter within 10 days informing her/him whether the complaint will be investigated by our office. The letter will

acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation.

The City of Pooler has 45 days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant requesting further information. The complainant has 45 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 30 business days, the City can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) letters 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 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.

If the complainant wishes to appeal the decision it must direct the appeal back to the City. The complainant has 30 days after receipt of the closure letter or the letter of finding to do so. The appeal will be investigated and decided by a separate party than the Title VI Coordinator (or other official who issued the initial decision). The appeal process information will be included in the letter.

Written Title VI Complaints, or any questions regarding Title VI protections, should be forwarded to:

Nicole Johnson  
Director of Planning & Development  
Title VI Coordinator  
912-748-7261  
Email: [njohnson@pooler-ga.gov](mailto:njohnson@pooler-ga.gov)

Or visit City Hall at  
100 SW Hwy 80, Pooler, GA, 31322

If information is needed in another language, please contact (912) 748-7261.