

## Title VI Complaint Procedures

Aspermont Small Business Development Center, Inc. Title VI Complaint Procedure is made available in the following locations:

[X] Agency Website at [www.doublemountainservices.com](http://www.doublemountainservices.com)

[X] Hard copy at Administrative Office, 9660 U.S. Hwy 83S, Aspermont, TX 79502

[X] Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by Aspermont Small Business Development Center, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found in this document, at [www.doublemountainservices.com](http://www.doublemountainservices.com) or requested at 9660 U.S. Hwy 83S, Aspermont, TX 79502.

Aspermont Small Business Development Center, Inc. investigates complaints received no more than 180 days after the alleged incident. Aspermont Small Business Development Center, Inc. will process complaints that are complete.

Once the complaint is received, Aspermont Small Business Development Center, Inc. will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) working days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Aspermont Small Business Development Center, Inc. has thirty (30) days to investigate the complaint. If more information is needed to resolve the case, Aspermont Small Business Development Center, Inc. may contact the complainant.

The complainant has fifteen (15) 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 fifteen (15) days, Aspermont Small Business Development Center, Inc. can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue her/his case.

After the investigator reviews the complaint, she/he 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, she/he has thirty (30) days after the date of the letter of the LOF to do so.

A person may also file a complaint directly with the:

*Texas Department of Transportation*

*Attn: TxDOT-PTN*

*125 E. 11<sup>th</sup> Street*

*Austin, TX 78701-2483*

Or

*Federal Transit Administration  
Office of Civil Rights  
Attention: Complaint Team  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590*

If information is needed in another language, contact 940-989-3538.  
Si necesita información en otro idioma, llame al 940-989-3538.