



CITY OF SPARTA
6 Liberty Square
P.O. Box 30
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City of Sparta Complaint and Hearing Procedure

The complainant calls or comes in with a complaint. The complaint should include the name, address, phone number and signature of complainant. A formal complaint should describe the alleged discriminatory act that violates Title VI in detail, the complaint must be filed within 180 calendar days of the alleged incident.

Complaints filed against the City of Sparta log and forward to the Tennessee Department of Transportation (TDOT) or the agency having jurisdiction within 3 business days.

Complaints filed against contractors, sub-contractors, etc. of the City of Sparta processed and investigated by the City of Sparta.

GUIDELINES FOR PROCESSING COMPLAINTS

1. Maintain a log of all complaints and appeals.
2. Forward an initial report to TDOT within seven (7) working days.
3. A copy of the complaint will also be forwarded to the alleged discriminatory sub-contractor official. Including the name and telephone number of the Title VI officer assigned to investigate the complaint.
4. The investigating officer will initiate the investigation by first contact the complainant by telephone within three (3) workdays of receiving the assignment to set up an interview.
 - a. The complainant will be informed that they have a right to have a witness or representative present during the interview.
 - b. Submit any documentation he/she perceives as relevant to proving his/her complaint.
5. The alleged discriminatory sub-contractor official will be given the opportunity to respond to all aspects of the complainant's allegations.

