

City of Pigeon Forge Title VI Policy/Plan

I. Policy Statement:

It is the policy of the City of Pigeon Forge to ensure that no citizen shall, on the grounds of race, creed, color, national origin, age, religion, gender, marital status, status with regard to public assistance, veteran status, physical or mental disability, or sexual orientation be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

II. Applicability:

This policy applies to the administration of all programs, projects, facilities, benefits, or services that receive assistance from the federal government.

III. Title VI Coordinator

The Assistant City Manager is the official responsible for maintaining records and submitting reports to the state agency from which the federal assistance is transferred.

IV. Record Keeping

A. The Assistant City Manager, as established in Section III above, is charged with maintaining permanent records and submitting required Title VI reports. These records shall include, but are not limited to, the Non-Elected Boards or Commissions form, any written complaints, all correspondence to complainants found in the Appendix , and the annual self-survey for the Military Department.

V. Title VI Information Dissemination

A. Title VI information posters, including the name of the local coordinator shall be prominently and publicly displayed.

B. Title VI information shall be disseminated to City employees at least once per year by including the Employee Education form, as found in Appendix B, in payroll envelopes. This form not only reminds employees of the City's policy statement, but also reminds employees of their Title VI responsibilities in their daily work and duties.

C. New employees shall receive the New Employee Orientation on Title VI form, as found in the Appendix C, informing them of the City's position on Title VI, and the City's expectations of them in performing their duties in regard to Title VI.

D. Title VI information shall be disseminated to citizens at least once per year by printing the City's Title VI policy statement on or including it in utility customers' billing statements.

E. Whenever possible, the City of Pigeon Forge will take positive and specific

actions to advise minorities of program availability by using such means of communication as newspaper articles, radio and television announcements, City newsletters; and by distributing letters, leaflets, brochures and bulletins to referral sources and relevant service area minority organizations.

VI. Subcontracts and Vendors

All subcontractors and vendors (tertiary recipients) who receive payments from the City of Pigeon Forge (secondary recipient) shall be required to submit to the City of Pigeon Forge Assurance of Compliance Under Title VI of the Civil Rights Act of 1964 form, as found in Appendix D, before any federally-assisted payment(s) will be made.

All written contracts shall contain the following non-discrimination statement that complies with Title VI:

It is the policy of the City of Pigeon Forge to provide equal employment opportunities and to provide its programs, activities, and services to all individuals regardless of race, color, religion, sex, national origin, age, disability, or status in any other group protected by law. Inquiries and charges of violation of this policy should be directed to the Assistant City Manager at (865) 453-9061 or at 3221 Rena Street, Pigeon Forge, Tennessee 37863. Requests for accommodation of a disability should be directed to the Assistant City Manager at (865) 453-9061 or at 3221 Rena Street, Pigeon Forge, Tennessee 37863.

VII. Public Interaction

A. All City-owned equipment or physical facilities (i.e. restrooms, waiting rooms, recreational areas, etc.) shall be provided to citizens without regard to race, creed, color, national origin, age, religion, gender, marital status, status with regard to public assistance, veteran status, physical or mental disability, or sexual orientation.

B. Staff shall use courtesy titles (i.e. Mr., Mrs., Ms., or Miss) to address citizens without regard to race, creed, color, national origin, age, religion, gender, marital status, status with regard to public assistance, veteran status, physical or mental disability, or sexual orientation

VIII. Complaints and Investigations

A. The City of Pigeon Forge treats Title VI violation complaints very seriously. The Appendix provides sample forms for all correspondences regarding complaints filed against the City.

B. All complaints, written or verbal, shall be accepted. In the event a complainant sets forth the allegations verbally and refuses to reduce such allegations to writing, the person to whom the complaint is made should reduce

the elements of the complaint to writing. All complaints shall include the following information:

- a. Name, address, and telephone number of the complainant.
- b. The location and name of the entity delivering the service.
- c. The nature of the incident that led to the complainant to feel discrimination was a factor.
- d. The basis of the complaint, i.e. race, color or national origin.
- e. Names, addresses and phone numbers of people who may have knowledge of the event.
- f. The date or dates on which the alleged discriminatory event or events occurred.

C. The Discrimination Complaint Form, as found in the Appendix, may be used to gather this information, but its use is not required to make a complaint.

D. All complaints shall be responded to, recorded, investigated, and maintained on file by the Title VI Coordinator, or his/her designee.

E. All complaints shall be handled within 90 days of their receipt.

Appendix B

Employee Education

Title VI Policy

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All employees of the City of Pigeon Forge are expected to consider, respect and observe this policy in their daily work and duties. If a citizen approaches you with a question or complaint, direct him or her to the Assistant City Manager, Pigeon Forge's **Title VI** Coordinator, at City Hall.

In all dealings with citizens, use courtesy **titles** (i.e. Mr., Mrs., Ms., or Miss) to address them without regard to race, color or national origin.

TTY Telephone Information:

Hearing-impaired callers may contact the City of Pigeon Forge through the Tennessee Relay Center, by calling 800-848-0298.

Information is available in alternative formats upon request. Interpreting services are available through City of Pigeon Forge - phone 865-453-9061. Hearing impaired callers may contact The City of Pigeon Forge through the Tennessee Relay Center, by calling 800-848-0298. Translation of our services is available in multiple languages on our website www.cityofpigeonforge.com Our goal is to reduce language barriers of persons with limited English Proficiency (LEP).

Appendix C

New Employee Orientation on Title VI

Title VI Policy

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**TENNESSEE DEPARTMENT OF TRANSPORTATION (TDOT)
CIVIL RIGHTS OFFICE TITLE VI COMPLAINT FORM**

The following information is needed in order to process your complaint.

1. What is/are the basis(es) on which you believe these alleged discriminatory actions were taken?

- Race
- Color
- National Origin
- Other, explain _____

2. What is/are the date(s) of alleged discrimination? _____

3. Complainant's Contact Information:

Name:		
Mailing Address:		
City	State:	Zip Code:
Home Telephone Number:	Work Telephone Number:	Cell Phone Number:

4. Name of agency, department or program that you believe discriminated against you: Agency or Department:

Name:		
Mailing Address:		
City	State:	Zip Code:
Telephone Number:		

5. In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible (add additional sheets of paper for space).

6. List names and contact information of persons who may have knowledge of the alleged discrimination.

7. Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? Check all that apply.

Federal Agency

Federal Court

State Agency

State Court

Local Agency

If so, provide information about a contact person at the agency/court where the complaint was filed.

Name:		
Mailing Address:		
City	State:	Zip Code:
Telephone Number:		

The complaint will not be accepted if it has not been signed. Please sign and date this complaint form below. You may attach any written materials or other supporting information that may be relevant to your claim.

Print Name

Signature

Date:

Submit complaint form and any additional information to:

Assistant City Manager
(865) 453-9061 or at
3221 Rena Street
Pigeon Forge, Tennessee 37863.