

TITLE VI COMPLAINT POLICY/PROCEDURE

Walton County has established a TITLE VI complaint policy/procedure and will take prompt and reasonable action to investigate and address issues when found. Any person who believes that he or she has been subjected to discrimination based on race, color, national origin, sex, age, disability, religion, or family status, in any of the County's services or facilities, may file a complaint with the Walton County TITLE VI Coordinator using the TITLE VI COMPLAINT FORM. The form is available at:

<https://www.co.walton.fl.us/1309/Title-VIADA-Compliance>

The form can be submitted anonymously. If possible, the complaint should be submitted in writing and optionally contain the identity and contact information of the complainant; the date of observed issue(s); a description of the issue(s) and any other pertinent information. If the complaint cannot be submitted in writing, the complainant should call Nathan Kervin, Walton County Title VI/Nondiscrimination Coordinator at 850-892-8586 for assistance.

Each complaint received will be assigned an individual case number and documented in the County's tracking tool. Walton County's TITLE VI Coordinator will respond to the complaint within thirty (30) calendar days of receipt. After investigation, findings will be documented and retained on file. When contact information is provided, investigation findings will be discussed with the complainant within sixty (60) days of receiving complaint.

In addition to the County's complaint process, when a complaint involves County Local Agreement Projects, it will be forwarded to the Florida Department of Transportation's Title VI Coordinator or Federal Highway Administration.