

The City of Sugar Hill operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes they have been subjected to any unlawful discriminatory practice under Title VI may file a complaint with the City of Sugar Hill, Georgia.

The following steps describe the procedures to file a complaint and how City of Sugar Hill will respond.

1. Any person who believes she or he has been discriminated against because of race, color, or national origin by City of Sugar Hill may file a Title VI complaint by completing and submitting the attached Title VI Complaint Form. City of Sugar Hill investigates complaints received no more than 180 days after the alleged incident. City of Sugar Hill will process complaints that are complete.
2. The Title VI Complaint Form can be obtained by downloading from the city's website [www.cityofsugarhill.com](http://www.cityofsugarhill.com) or by contacting customer service at (770) 945-6734. If you have trouble using a standard telephone and need TTY/TTD services, dial 7-1-1 to set up Georgia Relay communications; language assistance is available for persons with limited English proficiency.
3. The complaint shall be sent to the following address:

Mrs. Jane Whittington  
City Clerk  
City of Sugar Hill  
5039 W Broad Street  
Sugar Hill, GA 30518  
[jwhittington@cityofsugarhill.com](mailto:jwhittington@cityofsugarhill.com)

4. Once the complaint is received, the City Clerk will review it to determine if City of Sugar Hill has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by City of Sugar Hill.
5. City of Sugar Hill has 90 days to investigate the complaint. If more information is needed to resolve the case, City of Sugar Hill may contact the complainant. The complainant has 30 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, City of Sugar Hill can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue her/his case.
6. After the investigator reviews the complaint, she/he will issue one of two 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. An LOF summarizes the allegations and the interviews

regarding the alleged incident, and explains whether any disciplinary action, additional training, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the LOF to do so.

A person may also file a Title VI complaint directly with the U.S. Department of Justice Civil Rights Division. Please visit this webpage: <https://civilrights.justice.gov/> for information on your Civil Rights and filing a report.