



CITY OF ASTORIA

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Equal Access, Complaint Process, and Assistance

The City of Astoria is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program, activity, or service that it provides. The City will not tolerate intimidation, threats, coercion, or discrimination against any individual or group. The City of Astoria will receive and investigate allegations of discrimination.

The City of Astoria complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin (including language).
- Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability.
- Title IX of the Education Amendments Act of 1972, which prohibits discrimination based on sex in education programs or activities.
- Age Discrimination Act of 1975, which prohibits discrimination based on age.
- U.S. Department of Homeland Security regulation 6 C.F.R. Part 19, which prohibits discrimination based on religion in social service programs.

The City is actively engaged in Title VI activities as a recipient of federal assistance from the U.S. Environmental Protection Agency (EPA) and the Department of Homeland Security (DHS).

What Does This Mean?

The City will not restrict an individual in any way from the enjoyment of any advantage or privilege enjoyed by others receiving any service, financial aid, or other benefit under any of its programs, regardless of the funding source for the program. Individuals may not be subjected to criteria or methods of administration which cause adverse impact because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program because of race, color, or national origin.

The City will not tolerate intimidation, threats, coercion, or discrimination against any individual or group for the purpose of interfering with any right or privilege guaranteed under law or regulations, or because the individual has filed a complaint or has testified, assisted, or participated in any way in an investigation, proceeding, or hearing or has opposed any City action or decision.

The City will take reasonable measures to provide access to city services to individuals with limited ability to speak, write, or understand English and/or to those with disabilities.

Filing a Complaint

If someone believes they have suffered from discrimination under a city program, they may contact the City Manager's office to seek informal resolution. If the matter cannot be resolved informally, the following steps will be followed:

- Within 60 days of the alleged discrimination, complainants may submit a written or verbal complaint to the Assistant to the City Manager. Complaints must include the complainant's name, the nature of the complaint, the dates of the complaint, requested action, and contact information. Complaint forms are available in [English](#) and [Spanish](#).
- The City Manager or designee will review the complaint and may solicit additional information from the complainant as needed. If additional information is requested and not received, the case may be closed. The case may also be closed if the complainant no longer wishes to pursue their case.
- If the complaint is outside the jurisdiction of the City of Astoria, the complainant will be notified of the name and contact information for the appropriate agency with jurisdiction, if known.

Complaint Processing

If the complaint is within the jurisdiction of the City, or informal resolution was not possible, it will be promptly and impartially investigated. The City's goal is to address complaints within 60 days of receipt, though the time to carefully investigate complaints may be longer depending on the nature of the complaint and complexity of the issue.

The Assistant to the City Manager will maintain a log of complaints received and track the resolution or disposition of each complaint.

Preliminary Inquiry

The City will conduct a preliminary inquiry to determine the need for further investigation.

- The City will notify the complainant in writing that a preliminary inquiry is underway to determine the need for further investigation.
- If the preliminary inquiry by the City indicates that an investigation is warranted, the complainant will be notified in writing and an interview will be scheduled.
- If the preliminary inquiry indicates an investigation is not warranted, the complainant will be notified in writing of the reasons why and factors considered.

Complaint Investigation

- Complaints warranting further investigation will be promptly and impartially processed by the City Manager or designee.
- The complainant will be notified in writing of the results of the investigation and what actions will be/have been taken in response and a timeline to request review.

Access to Limited English Proficient (LEP) or Disabled Persons

The City will take reasonable steps to ensure access to all people and that accommodation is available to facilitate participation by LEP and disabled persons.

The City provides at no cost appropriate auxiliary aids and services including qualified interpreters to LEP persons, to persons who are deaf or hard of hearing, and other individuals as necessary to ensure effective communication and an equal opportunity to access services and to participate fully in the decision-making process.

Astoria City Hall is accessible and meets ADA requirements. Individuals requiring an interpreter or other accommodation are asked to notify the City Manager's Office at (503) 325-5824 at least 96 hours in advance of a public meeting.

The City's website, www.astoria.gov is available in multiple languages via an integrated digital translation system powered by Google.

Written materials will be translated upon request and as resources allow. Complete translation of all plans and materials is not possible due to cost restrictions and the limitation of current resources.

For questions, please contact:

The Assistant to the City Manager
City of Astoria
1095 Duane Street, Astoria, OR 97103
requestforservice-cm@astoria.gov
503-325-5824