

## **Title VI Complaint Disposition Process**

### **Nondiscrimination Policy Statement**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance. The San Antonio Police Department is committed to complying with Title 49 of the Code of Federal Regulations (CFR) Parts 21 and 303, ensuring that no person shall, on the grounds of race/color, national origin, income-status, age, Limited English Proficiency, sex, or disability be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program provided by the Department.

### **File a Complaint**

Members of the public may file a complaint alleging discrimination in the San Antonio Police Department's provision of services, administration of programs, or activities. Complaints may be made in person at the Washington Square Building, Internal Affairs Unit (800 Dolorosa St., Suite 402, San Antonio, Texas 78207). Listed below are the standard procedures in place to handle all Title VI complaints:

1. All complaints of discrimination must be filed in a timely manner to ensure the alleged act of discrimination can be thoroughly and properly investigated. In order for formal discipline to be considered for a sustained allegation of discrimination, it is required the investigation and disciplinary process be completed within 180 days from the date of occurrence.
2. Notification of complaints alleging discrimination may be made in person, by mail, by phone, or by email. Upon notification, Internal Affairs Unit supervisors will take sworn statements from the complainant and any witnesses to the incident. These statements are treated in the same manner as testimony in a court of law.

Notification of a complaint may be made via the following:

**Address: San Antonio Police Department  
Internal Affairs Unit  
800 Dolorosa St, Suite 402  
San Antonio, Texas 78207**

**Phone: (210) 207-7365**

**Email: [SAPD.InternalAffairs@sanantonio.gov](mailto:SAPD.InternalAffairs@sanantonio.gov)**

3. Within forty-eight (48) hours of the receipt of the complaint, an SAPD investigator assigned to the complaint will make contact with the complainant confirming receipt of the complaint. The investigator will send a letter when reasonable efforts to reach the complainant by phone, email, or personal visit are unsuccessful.

4. If the complaint is deemed incomplete, additional information will be requested by the assigned investigator and the complainant will be given a reasonable amount of time to submit the required information. Failure to meet the investigator's timeline to fulfill the request for additional or required information may be considered good cause for a determination of no investigative merit.
5. Under normal circumstances, investigations will be completed within forty-five (45) to ninety (90) days from the date of receipt. Once the investigation is complete, the case is presented to the Complaint and Administrative Review Board, who reviews the complaint and makes a recommendation to the Chief of Police. The Chief of Police makes the final decision as to what disciplinary action, if any, is taken.
6. The Chief of Police will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter.
7. Records pertaining to all Title VI complaints are maintained by the Internal Affairs Unit and will be made available to the FMCSA upon request.