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## **POQUONNOCK BRIDGE FIRE DISTRICT**

**373 Long Hill Road**

**Groton, CT 06340**

**Phone: (860) 446-5997 Fax: (860) 445-2554**

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### **TITLE VI COMPLAINTS PROCESS**

All Title VI complaints will be filed in accordance with the following Title VI Complaint Procedures:

Any person alleging to be aggrieved by a discriminatory practice may in person or through a legal representative, obtain a Title VI Complaint Reporting Form, fill it out and file said complaint with the Fire Chief or District Administrator:

- Within 180 days following the date of the alleged discriminatory action; or
- The date when the person(s) became aware of the alleged discriminatory action.

Alternatively, the Fire Chief or the District Administrator may complete the Complaint Reporting Form and attach the complainant's letter. Any persons with disabilities and limited English proficiency can contact the Fire Chief or District Administrator to coordinator the services they may need. The Complaint form may be found on the Poquonnock Bridge Fire District website: [www.pbfd.net](http://www.pbfd.net)

The Fire Chief or the District Administrator will review the complaint and inform the appropriate personnel. Complaints must be in writing, signed by the Complainant or representative, and include the Complainant's name, address, and telephone number, or other means by which the Complainant may be contacted. Complaints shall explain as fully as possible the facts and circumstances surrounding the alleged discriminatory action, and identify the individual(s) responsible for the alleged discriminatory action. In cases where the Complainant will be assisted in converting an oral complaint into a written complaint, the Complainant is required to sign the written complaint. Signed allegations of discrimination received by facsimile or e-mail will be acknowledge and processed. Complaints received by telephone will be reduced to writing and provided to the Complainant for confirmation, revision and signature before processing.

The Fire Chief or the District Administrator receiving the written complaint will review the written complaint to ensure that the required information is provided and the complaint is timely. The complaint will be accepted unless it is withdrawn, is not filed timely, or the Complainant fails to provide the required information after a written follow-up request for the missing information.

