



Title VI Complaint Procedure

Title VI of the Civil Rights Act of 1964 states that, “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program receiving Federal financial assistance.”

Spokane Neighborhood Action Partners (SNAP) does not discriminate in the provision of services on the basis of race, color, or national origin. Any person who believes SNAP has discriminated against them on the basis of race, color, or national origin may file a complaint using the Title VI Complaint Form provided by SNAP. SNAP does not investigate complaints received more than 180 days after the alleged incident and will only process complaints that are complete.

Within 15 business days of receiving a completed complaint, SNAP will acknowledge receipt of the complaint in writing. An investigator may request additional information from the complainant in writing. The complainant has 15 business days from the date of the request to submit additional information.

If the investigator does not receive the requested information or is not contacted by the complainant within 15 business days, SNAP may administratively close the complaint. A complaint may also be administratively closed if the complainant no longer wishes to pursue it.

Once the investigation is complete, the investigator will issue a final letter of resolution to the complainant. For more information on SNAP’s commitment to nondiscrimination, or to request a copy of the Title VI Complaint Form in an alternative format due to a disability, please contact:

Spokane Neighborhood Action Partners (SNAP)

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