



Title VI Complaint Procedures

Any person who believes she or he has been discriminated against by Central Oregon Breeze on the basis of race, color, or national origin may file a complaint by completing and submitting a Title VI Complaint Form. Complaints must be complete in both form and content to be reviewed. A copy of the Central Oregon Breeze Title VI Complaint Form is available on our website which you may print and mail or email to us.

- Call 541-389-7469, ask for the Title VI Coordinator

Complainant may be required to fill out the Title VI Complaint Form.

- Mail form to:

Central Oregon Breeze
Attn: Title VI Coordinator
25890 Walker Road Bend, OR 97701

- Email form to: info@cobreeze.com

Subject Line: Attention Title VI Coordinator

- Download the document from our website at www.cobreeze.com

Central Oregon Breeze can share a Complaint with the Federal agency that supplies funding to Central Oregon Breeze. Title VI complaint may be filed by state or federal agency.

At such time as the complaint is received, the Title VI Coordinator at Central Oregon Breeze will review it to determine if Central Oregon Breeze has jurisdiction over the matter. The complainant will receive an acknowledgement letter stating whether the complaint will be investigated by Central Oregon Breeze

Central Oregon Breeze will investigate complaints within no more than 180 days after the alleged incident occurs. If more information is needed to resolve the case, the assigned investigator may contact the complainant. The complainant has 10 business days from the date of the letter to return the requested information to the investigator. If the investigator is not contacted by the complainant or does not receive the requested information within 10 business days, Deschutes County will administratively close the case. A case will also be administratively closed upon withdrawal by the complainant.

After the investigator reviews the complaint, she or 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 investigation, indicates that a Title VI violation did not occur, and states that the case will be closed. An LOF summarizes the allegations and investigation and explains whether any disciplinary action, staff training, or other action will occur. If the complainant wishes to appeal the decision, she or he has 30 days after the date of the letter or the LOF to do so.