



## **POLICY AND NOTICE OF NONDISCRIMINATION**

The City of Edinburg 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.
- 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.

It is against the law for the City of Edinburg to retaliate against anyone who takes action to oppose discrimination, files a grievance, or participates in the investigation of a grievance in accordance with the above authorities.

### **Discrimination Complaints Process**

If you think that the City of Edinburg has failed to provide these services or discriminated in another way based on race, color, national origin (including language), disability, sex, age, or religion, you can file a complaint by phone or by email to:

City of Edinburg  
415 W. University Dr.  
Edinburg TX 78541  
C/O Clarice Y. Balderas, City Secretary  
Email: [cbalderas@cityofedinburg.com](mailto:cbalderas@cityofedinburg.com)  
Phone: 956 388-1860

Persons with disabilities who require alternative means of communication or complaint filing information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the City Secretary at [cbalderas@cityofedinburg.com](mailto:cbalderas@cityofedinburg.com). Complaint filing information may be made available in languages other than English.

The City of Edinburg accepts and responds to complaints of discrimination that are filed no later than 180 days after the date of the alleged discrimination. The City Secretary is designated to provide complainants with a written acknowledgment of the complaint within 10 days of receipt. Correspondence with the complainant will be by email unless the complainant specifies another preferred method to correspond.

The City of Edinburg will investigate and resolve complaints, either internally or externally within 6 months of receipt, or will refer the complaint within 14 days of receipt. The City Secretary maintains a compliant log to track all complaints received and the status of each complaint.

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL):

E-mail: CRCLCompliance@hq.dhs.gov  
Fax: 202-401-4708  
U.S. Mail: U.S. Department of Homeland Security  
Office for Civil Rights and Civil Liberties  
Compliance Branch, Mail Stop #0190  
2707 Martin Luther King, Jr. Ave., SE  
Washington, D.C. 20528

Additional information may be found at [www.dhs.gov/crcl](http://www.dhs.gov/crcl) or by calling (202) 401-1474 or Toll-Free 1 (866) 644-8360

## **Information and Services for Persons with Disabilities and Persons with Limited English Proficiency**

For individuals with disabilities requiring alternative communication methods or information on filing complaints (e.g., Braille, large print, audiotape, American Sign Language), the City offers assistance.

The City of Edinburg's nondiscrimination policy is used to ensure nondiscrimination and equal opportunity for persons with disabilities. The City of Edinburg's reasonable modification procedures to participate in and benefit from programs and services are described below.

- The City will review and gather information about a resident's request for a reasonable accommodation to ensure that the residents needs are met.
- The City will ensure that the requested accommodation will be effective in allowing the resident to actively participate in the activity or program in which they are seeking participation.
- The City will assess whether the requested accommodation is reasonable and feasible to complete. If the request is not reasonable or feasible, the City will provide an equally effective alternative to the requested accommodation is available.
- The City will determine if providing the resident with the requested accommodation would fundamentally alter the nature of any program or activity, or impose undue financial or administrative burdens on the City.

If you need a reasonable accommodation, please contact the City Secretary via email at [cbalderas@cityofedinburg.com](mailto:cbalderas@cityofedinburg.com)

The City provides free language assistance to LEP persons. Individuals who do not speak English as their primary language and have a limited ability to read, write, or understand English, may be considered an LEP person. LEP persons are entitled to language assistance in order to understand the programs and services offered by the City. This type of assistance includes:

- Interpretation – Staff is able to and has the capacity to provide oral or spoken transfer of a message from English into Spanish. Other language interpretation needed will be provided through other sources. These interpretation services will be procured by the City and will be free of charge to the person(s) requiring the service.
- Translation – In some cases, staff may be able to provide the written transfer of a message from English to Spanish. Translation of written documents in other languages will be provided through other sources. These translation services will be procured by the City and will be free of charge to the person(s) requiring the service.
- Translation of Documents – The City will determine where translation of documents is necessary, appropriate and cost effective. Where other language translation is needed, staff will procure the service from other available services. This will be free of charge to the person(s) requiring the service.

Please contact the City of Edinburg City Secretary at 956 388-1860 for additional information or assistance.