

# TITLE VI

## CIVIL RIGHTS ACTS

### What Discrimination Does the Title VI Program Prohibit?

There are many forms of discrimination based on race, color, national origin, sex, age, low-income, limited English proficiency or disability that can limit the opportunity of individuals to gain equal access to services and programs. In operating federally assisted programs, a recipient cannot discriminate either directly or through contractual means by:

- Denying programs, services, financial aids or benefits to those qualified;
- Providing a different service, aid, or benefit; or providing them in a manner different than they are provided to others, or,
- Segregating and separately treating individuals in any manner related to the receipt of any service, financial aid or benefit.

For More Information about the Title VI Program:

Department of Driver Services (DDS)  
Attn: Title VI Coordinator  
2206 East View Parkway  
P.O. Box 80447  
Conyers, GA 30013

Email: [TitleVICoordinator@dds.ga.gov](mailto:TitleVICoordinator@dds.ga.gov)

Fax: (678) 413-8773

Attn: Title VI Coordinator

Or visit us on the Web at:

<https://dds.georgia.gov/title-vi-and-dds>



### DDS MISSION STATEMENT

Our Mission at DDS is to provide secure driver and identity credentials to our customers with excellence and respect.



## The Title VI Program and You





## What is the Title VI Program?

The Title VI Program is a component of the Civil Rights Act of 1964, and related nondiscrimination authorities, which protects individuals from discrimination based on race, color, national origin, sex, age, disability, low-income and limited English proficiency (LEP) in programs that receive Federal financial assistance.

## How Can I file a Discrimination Complaint?

Any person, or group of persons, or entity that believes they have been subjected to discrimination prohibited by Title VI Program nondiscrimination provisions may file a written complaint with Georgia Department of Driver Services ("DDS") Title VI Coordinator.

A person may also choose to file a separate complaint with the Federal Motor Carrier Safety Administration, Office of Civil Rights, if the complainant is not satisfied with DDS' response.

A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant and must meet the following requirements:

- Complaint shall be in writing on a form provided by DDS and signed by the complainant(s) or his representative.
- Include complainant's name, address and telephone number, date of the

alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued, or the latest instance of the conduct). Should a third party write and sign the complaint on behalf of complainant, include that person's name, address, telephone number and his/her relationship to complainant. If complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Program Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Program Coordinator's office will assist the complainant in converting the verbal allegations to writing.

- Provide the name of the alleged discriminatory institution, and/or his/her official job title, and a description of the issues. Please include the names of witnesses or anyone who can clarify the circumstances surrounding your complaint.



The complaint may be mailed to:  
Office of Title VI Program Coordinator  
P.O. Box 80447  
Conyers, Georgia 30013  
E-mailed to: [TitleVICoordinator@dds.ga.gov](mailto:TitleVICoordinator@dds.ga.gov)  
Fax to: (678) 413-8773  
Attention: Title VI Coordinator

- Complaints received by fax or e-mail will be acknowledged and processed, once the Complainant has been identified and his/her intent to proceed with the complaint have been established.
- Title VI Program complaints also may be hand delivered to DDS' Title VI Program Office for processing.
- For allegations received verbally or by telephone, the complaint must be reduced to writing. A Title VI Program complaint form will be forwarded to the complainant for completion and signature. The completed form may be returned to the Title VI Program Coordinator for processing.
- Within five (5) days of receipt of the complaint, The Title VI Program Coordinator will send an acknowledgement letter to the complainant and begin processing the complaint.
- The Title VI Program Coordinator will notify the complainant of the outcome of the investigation.