



Your Trusted  
Water Resource

## Discrimination Complaints Process

The Guadalupe-Blanco River Authority is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, and U.S. Department of Homeland Security regulation 6 C.F.R. Part 19. A complaint may be filed by any individual who believes he or she has been subjected to discrimination based on race, color, national origin (including language), disability, age, sex, or religion.

### Notice to Program Beneficiaries

- The bases for prohibited discrimination (i.e., race, color, national origin (including language), disability, age, sex, or religion);
- To file a complaint, within 180 days after the date of the alleged discrimination, the methods by which complaints can be submitted (e.g., complaint form, written and signed, email, in-person, over the phone), and relevant organization contact information.
- Information regarding GBRA's complaint process is provided on GBRA's website at: <https://www.gbra.org/about/>.
- Persons with disabilities and persons with limited English proficiency may access the complaints process upon request. Information is available on GBRA's website at: <https://www.gbra.org/about/>.

### Accepting and Responding to Complaints

- The GBRA General Counsel has been designated as the employee responsible for complaint procedures.
- The GBRA designated employee will provide written acknowledgement of the complaint within 10 days of receipt and will communicate with the complainant by email throughout any investigation.
- The GBRA designated employee will conduct an internal investigation of the complaint, and resolve the complaint, or if necessary, refer the complaint to an appropriate external agency for investigation. If a complaint is referred to another agency, the complainant will be notified by GBRA's designated employee.
- GBRA's designated employee will track complaints received for future reference.

### Dual Filings

- To prevent duplicative investigations, a complainant should inform the GBRA designated employee if a complaint has been filed with another agency. GBRA will contact and coordinate with the other agency.