

The Jefferson County Circuit Court Clerk's Office is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving federal financial assistance. This procedure outlines the process for receiving, reviewing, and resolving complaints alleging discrimination in the services, programs, or activities provided by the Circuit Court Clerk's Office, including court filings, record access, jury coordination, and language assistance services.

## Scope

This procedure applies to all complaints of discrimination based on race, color, or national origin, including failure to provide meaningful access to individuals with Limited English Proficiency (LEP), filed against the Jefferson County Circuit Court Clerk's Office.

## Filing a Complaint

1. **Who May File:** Any individual or group who believes they have been subjected to discrimination based on race, color, or national origin in the programs or services of the Circuit Court Clerk's Office may file a complaint.
2. **How to File:**
  - Complaints may be submitted in writing or verbally to the Title VI/LEP Coordinator.
  - A Title VI Complaint Form is available at the Clerk's Office (765 Justice Center Drive, Suite 2, Dandridge, TN 37725) or online at [www.tncourts.gov](http://www.tncourts.gov).
  - Verbal complaints will be documented by staff in writing and confirmed with the complainant.
  - Complaints should include:
    - Complainant's name, address, and contact information (if available).
    - Description of the alleged discriminatory act, including date, time, location, and details.
    - Basis of discrimination (race, color, or national origin).
    - Any supporting evidence or witnesses.
3. **Where to File:**
  - Submit complaints to:  
Title VI/LEP Coordinator  
Jefferson County Circuit Court Clerk's Office  
765 Justice Center Drive, Suite 2, Dandridge, TN 37725  
Phone: (865) 397-2786  
Email: [kpoe@jeffersoncountyttn.gov](mailto:kpoe@jeffersoncountyttn.gov)
  - Alternatively, complaints may be filed directly with the Tennessee Administrative Office of the Courts (AOC) at:  
Language Access Program Manager  
511 Union Street, Suite 600, Nashville, TN 37219

Phone: (615) 741-2687

Email: ryan.mouser@tncourts.gov

4. **Timeframe:** Complaints must be filed within 180 days of the alleged discriminatory act, unless exceptional circumstances are demonstrated.

## Review and Investigation Process

### 1. Receipt of Complaint:

- Upon receiving a complaint, the Title VI/LEP Coordinator will acknowledge receipt in writing within five (5) business days, providing the complainant with a case number and estimated timeline for resolution.
- If the complaint is incomplete, the Coordinator will request additional information within ten (10) business days.

### 2. Initial Assessment:

- The Coordinator will review the complaint to determine if it falls under Title VI jurisdiction (i.e., alleges discrimination based on race, color, or national origin in a federally funded program).
- If the complaint does not fall under Title VI, the complainant will be notified within ten (10) business days and referred to the appropriate entity (e.g., ADA Coordinator for disability-related issues).

### 3. Investigation:

- The Coordinator will conduct a prompt, thorough, and impartial investigation within thirty (30) days of receiving a complete complaint, unless an extension is needed and communicated to the complainant.
- Investigation steps may include:
  - Interviewing the complainant, witnesses, and relevant staff.
  - Reviewing relevant documents, such as court records, policies, or language assistance logs.
  - Consulting with the AOC or legal counsel for guidance, if necessary.
- All parties will be treated with respect and confidentiality to the extent permitted by law.

### 4. Resolution:

- Upon completion of the investigation, the Coordinator will issue a written determination within forty-five (45) days of receiving the complaint, including:
  - Findings of fact.
  - Determination of whether discrimination occurred.
  - Recommended corrective actions, if applicable (e.g., staff training, policy updates, or enhanced language access).
- The complainant and any relevant parties will receive the determination in writing.

### 5. Corrective Actions:

- If discrimination is found, the Clerk's Office will implement corrective measures promptly, such as improving language access services (e.g., ensuring LanguageLine usage) or revising procedures.
- The Coordinator will monitor implementation and report to the AOC as required.

## Appeals

- If the complainant is dissatisfied with the resolution, they may appeal to the AOC within fifteen (15) days of receiving the determination.
- Appeals should be sent to:  
Language Access Program Manager  
Tennessee Administrative Office of the Courts  
511 Union Street, Suite 600, Nashville, TN 37219  
Phone: (615) 741-2687  
Email: [ryan.mouser@tncourts.gov](mailto:ryan.mouser@tncourts.gov)
- The AOC will review the appeal and issue a final decision within sixty (60) days.

## Federal Filing Option

- Complainants may also file directly with the U.S. Department of Justice:  
Federal Coordination and Compliance Section  
Civil Rights Division, U.S. Department of Justice  
950 Pennsylvania Avenue, NW, Washington, DC 20530  
Phone: (888) 848-5306  
Website: [www.justice.gov/crt](http://www.justice.gov/crt)

## Recordkeeping

- The Title VI/LEP Coordinator will maintain records of all complaints, investigations, and resolutions for at least three (3) years.
- Records will be available for review by the AOC or federal agencies upon request to ensure compliance with Title VI.

## Non-Retaliation

The Jefferson County Circuit Court Clerk's Office prohibits retaliation against any individual who files a Title VI complaint or participates in an investigation. Any allegations of retaliation will be investigated promptly.

## Contact Information

For questions or to file a complaint, contact:  
Title VI/LEP Coordinator  
Jefferson County Circuit Court Clerk's Office  
765 Justice Center Drive, Suite 2, Dandridge, TN 37725  
Phone: (865) 397-2786  
Email: [kpoe@jeffersoncountyttn.gov](mailto:kpoe@jeffersoncountyttn.gov)

This procedure ensures fair, timely, and transparent resolution of Title VI complaints, upholding our commitment to equal access and non-discrimination.