

How to file a complaint or obtain additional information

If you have a complaint, you may file a signed, written complaint form up to 180 days from the date of the alleged discrimination.

The complaint should include:

- Your name, address and telephone number.
- The name and address of the agency, institution, or department you believe discriminated against you.
- How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information.
- The names of any persons, if known, whom the City of St. Charles may contact for clarity of your allegations.

A complaint form and process information can be found at www.stcharlescitymo.gov.

Please submit your complaint to the following address:

City of St. Charles, Missouri
Title VI Coordinator
200 North Second Street
St. Charles, Missouri 63301
Telephone: (636) 949-3262
Fax: (636) 969-3267

***“No person in the
United States shall,
on the ground of race, color,
or national origin,
be excluded from
participation in,
be denied the benefits of,
or be subjected to
discrimination
under any program
or activity
receiving Federal
financial assistance.”***

(42 U.S.C. 2000d)

Americans with Disabilities Act (ADA)



A public entity is not required to take actions if those actions would result in undue financial and administrative burdens, or if those actions would “fundamentally alter the nature of the service, program, or activity.”

Who is required to comply with the ADA standards?

All public entities are governed by the ADA. Public entities include: any state or local government, any department, agency, special purpose district, or other instrumentality of a state or states or local government. The ADA applies to these entities regardless of the size or receipt of federal funds.

Who is protected by the ADA standards?

The ADA protects those persons who are “qualified individuals with a disability.” Under the ADA, an individual with a disability is a person who:

1. Has a physical or mental impairment that substantially limits one or more major life activities,
2. Has a record of such an impairment, or
3. Is regarded as having such an impairment.

Not every person with a disability is necessarily qualified.

A person with a disability is considered to be “qualified” if the individual meets the essential eligibility requirements of the program or service with or without:

1. Reasonable modifications to rules, policies or practices,
2. Auxiliary (communications) aids or services, or
3. Removal of architectural, communications or transportation barriers.

Statement of Title VI/ Nondiscrimination Policy

It is the intent of the City of St. Charles to comply with the requirements of Title VI of the Civil Rights Act of 1964 and all related nondiscrimination statutes, regulations, and laws.

The City of St. Charles will ensure that no person shall on the grounds of race, color, national origin, sex, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

The City of St. Charles will also ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

Commitment to Disabled Persons

As part of its Title VI Plan, it is the primary goal of the City of St. Charles to ensure awareness of and compliance with the provisions of and requirements under Title VI, including the Americans with Disabilities Act of 1990 (ADA), regarding disabled persons.

The City is readily available to provide you with technical assistance, resources, guidance, and any other information regarding our Title VI Plan.

Please do not hesitate to call the City Hall for further assistance – (636) 561-1718.

Background on the ADA

The U.S. Congress enacted the ADA in 1990 in an effort to protect disabled persons from discrimination and provide them with equal opportunities to participate in all aspects of society. Specifically, ADA governs all the programs, services, and activities of public entities.

As a public (local government) entity, the City of St. Charles is required to ensure nondiscrimination against disabled persons in accordance with the guidance and requirements set forth in the ADA.

What do the ADA standards require?

The ADA states:

No qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of any public entity, or be subjected to discrimination by any public entity.

Title II of the ADA (28 C.F.R. Part 35) governs all activities of state and local governments, regardless of whether the entity receives Federal funding. Under the provisions of the Title II of the ADA, state and local governments are required to:

- give disabled persons an equal opportunity to participate or benefit from its programs, services, and activities;
- in certain circumstances, relocate programs or services in order to provide disabled persons access if the building is not accessible;
- communicate effectively with persons who have hearing, vision, or speech disabilities;
- make reasonable modifications to policies, practices, and procedures if necessary to avoid discrimination.