

# Language Access

The City of Grand Junction is making reasonable efforts to provide access for everyone. The City's Translation and Interpretation protocol provides the following resources to ensure effective communication and equal opportunity for everyone to participate fully in the process of city government:

- Professional translation of public-facing documents
- Translation available on City website and social media platforms
- Live interpretation for public events and meetings
- Assistive technology devices (City-issued smartphones and iPads) with the LanguageLine app allowing live on-demand video interpreters 24 hours per day for 240+ languages, including American Sign Language
- Access to LanguageLine interpretation over the telephone
- City customer service locations and appointments:
  - City Hall (250 North 5th St.)
    - Community Development
    - Sales Tax
    - Municipal Court
    - City Clerk
    - Human Resources
    - City Attorney's Office
    - City Manager's Office
  - Fire Department (625 Ute Ave.)
  - Police Department (555 Ute Ave.)
  - Parks and Recreation Office (1340 Gunnison Ave.)
  - Utilities Department (910 Main St.)



## Filing a Complaint

If someone believes they have been the subject of discrimination by the City, they may contact the City to seek an informal resolution. If the matter cannot be resolved informally, the following actions will be taken:

Within 180 days of the alleged discrimination, complainants may submit a written or verbal grievance to the City. Complaints must include the name, the nature of the complaint, the date of the complaint, the requested action, and contact information. Forms are available in English and Spanish.

City staff will review the complaint and may solicit additional information from the complainant as needed. If additional information is requested and not received, the case may be closed. The case may also be closed if the complainant no longer wishes to pursue their case.

If the complaint is outside the jurisdiction of the City, the complainant will be notified of the name and contact information of the appropriate agency.

## **Complaint Processing**

If the complaint is within the jurisdiction of the City, or an informal resolution was not possible, it will be promptly and impartially investigated. The City's goal is to address complaints within 60 days, though the time to carefully investigate complaints may be longer depending on the nature of the complaint and the complexity of the issue.

## **Preliminary Inquiry**

The City will conduct a preliminary inquiry to determine the need for further investigation.

- The City will notify the complainant in writing that a preliminary inquiry is underway to determine the need for further investigation.
- If the preliminary inquiry by the City indicates that an investigation is warranted, the complainant will be notified in writing and an interview will be scheduled.
- If the preliminary inquiry indicates an investigation is not warranted, the complainant will be notified in writing of the reasons why and factors considered.

## **Complaint Investigation**

- Complaints warranting further investigation will be promptly and impartially processed by the City. The results of the investigation will be provided to the City's Human Resources Director for review.
- The complainant will receive written notification regarding the findings of the investigation. The notification will include details about the actions taken and a timeline for requesting a review.

## **Reasonable Accommodations for Individuals with Disabilities**

Individuals may request reasonable accommodations from the City that they believe will enable them to have equal opportunity to participate in programs, activities, and services.

To request reasonable accommodations,  
contact the City at [risk@gjcity.org](mailto:risk@gjcity.org) or by  
calling 970-244-1561

## **Requesting Language Assistance**

For assistance with language accommodations,  
please contact [communications@gjcity.org](mailto:communications@gjcity.org)

To learn more about the City's  
Language Access Plan  
[gjcity.org/languageaccessplan](http://gjcity.org/languageaccessplan)

