



Non-Discrimination Operating Process

The City of Ottawa is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination under any program, activity, or service that it provides. The City of Ottawa will not tolerate intimidation, threats, coercion, discrimination against any individual or group. This policy establishes a framework for taking reasonable steps to ensure that access to all services provided by the City of Ottawa for all citizens and establishes procedures whereby City of Ottawa will receive and investigate allegations of discrimination.

Title VI of the Civil Rights Acts of 1964 is the overarching civil rights law that prohibits discrimination based on race, color, or national origin, in any program, service, or activity that receives federal assistance. Specifically, Title VI assures that “No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefit of, or be otherwise subjected to discrimination under any program or activity receiving federal assistance.” Nondiscrimination prohibitions have been further broadened and supplemented by related statutes, regulations, and executive orders.

The City of Ottawa will not restrict an individual in any way from the enjoyment of any advantage of privilege enjoyed by others receiving any service, financial aid, or other benefit under any of its programs, regardless of the funding source for the program. Individuals may not be subjected to criteria or methods of administration which cause adverse impact because of their race, color, or national origin, or have the effect of defeating or substantially impairing accomplishment of the objectives of the program because of race, color, or national origin.

The City of Ottawa will not tolerate intimidation, threats, coercion, or discrimination against any individual or group for the purpose of interfering with any or privilege guaranteed under law or regulations, or because the individual has filed a complaint or has testified, assisted, or participated in any way in an investigation, proceeding, or hearing, or has opposed any City of Ottawa action or decision.

The City of Ottawa will take reasonable measures to provide access to City of Ottawa services to individuals with limited ability to speak, write, or understand English and/or to those with disabilities.

The City of Ottawa’s Policy and Notice of Nondiscrimination may be found on our website at ottawaks.gov or by contacting us at 785-229-3634 or via email at humanresources@ottawaks.gov.

Filing a Complaint

If someone believes they have suffered from discrimination under a City of Ottawa program, they may contact the Human Resources Department to seek informal resolution. If the matter cannot be resolved informally, the following will be followed:

Within 180 days of the alleged discrimination, complainants may submit a written or verbal complaint to the Human Resources Department. Complaints must include the complainant’s name, the nature of the complaint, the dates of the complaint, requested action, and contact information.



The Human Resources Director 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 of Ottawa, the complainant will be notified of the name and contact information for the appropriate agency with jurisdiction, if known.

Complaint Processing

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

Preliminary Inquiry:

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

The City of Ottawa 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 of Ottawa 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 of Ottawa Human Resources Department. The results of the investigation will be provided to the City Manager.

The complainant will be notified in writing of the results of the investigation and what actions will be/have been taken in response and a timeline to request review.

Access to Persons with Limited English Proficiency (LEP) or Disability

The City of Ottawa will take reasonable steps ensure access to all people, and that accommodation is available to facilitate the participation of those persons with English language proficiency and/or disability.



The City of Ottawa will seek to provide at no cost appropriate auxiliary aids and services including qualified interpreters to LEP persons, to disabled persons who are deaf or hard of hearing, and other individuals as necessary to ensure effective communication or an equal opportunity or participate fully in the decision-making process.

For questions, please contact:

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