

**TEXAS WATER DEVELOPMENT BOARD  
POLICY REGARDING NONDISCRIMINATION  
AND REASONABLE ACCOMMODATION IN PROGRAMS AND SERVICES**

It is the policy of the Texas Water Development Board (TWDB) to provide equal opportunity and access to its programs and services. It is a violation of this policy to discriminate in access to TWDB programs and services based on race, color, religion, sex, national origin (including language), age, or disability. It is a violation of this policy to intimidate or retaliate in any manner against an individual for filing a discrimination complaint or for assisting or participating in the investigation of a discrimination complaint.

**Complaints**

Anyone who believes he or she has been subjected to discrimination in a TWDB program or service or retaliation for participating in the discrimination complaint process may file a complaint.

If you believe that TWDB has failed to provide services or discriminated in another way based on race, color, national origin (including language), disability, sex, or age, or has retaliated against you for filing a complaint or assisting in an investigation, you can file a complaint by email or mail at:

[customer\\_service@twdb.texas.gov](mailto:customer_service@twdb.texas.gov)

or

**Office of General Counsel  
Texas Water Development Board  
1700 Congress Avenue, 6th Floor  
Austin, TX 78701**

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL):

**E-mail:** [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov)

**Fax:** 202-401-4708

**U.S. Mail:**

U.S. Department of Homeland Security  
Office for Civil Rights and Civil Liberties  
Compliance Branch  
245 Murray Lane, SW  
Building 410, Mail Stop #0190  
Washington, D.C. 20528

For additional information: [www.dhs.gov/crcl](http://www.dhs.gov/crcl) Phone: 202-401-1474 Toll-Free: 1-866-644-8360

Complaints under this policy must be filed in writing **within 180 calendar days** of the alleged discrimination. The complaint must contain the following information:

- Complainant's name and address, or other means by which the Complainant can be contacted;
- A description of the alleged discrimination, including the date(s) and the basis of the discrimination (i.e., race, sex, etc.)

All complaints will be acknowledged in writing within ten (10) business days of receipt and investigated by the TWDB Office of General Counsel. Complainants will receive written notice of the results of the investigation. TWDB will provide any needed assistance for a complainant to fully participate in the complaint process and will work to resolve all complaints informally at the lowest possible level. If there is probable cause to show that discrimination occurred, corrective action will be taken to end the discrimination and prevent its reoccurrence.

### **Requests for Reasonable Accommodation**

TWDB is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from its programs, activities, and services. Individuals may request reasonable accommodations that they believe will enable them to have such equal opportunity to participate in TWDB programs, activities, and services, including, for example:

- Qualified sign language or foreign language interpreters
- On-site captioning or remote conference captioning services
- Alternate formats of print materials in braille, large print, or in an electronic or audio format

If you need accommodation to access or fully participate in programs and services provided by TWDB, please contact:

[customer\\_service@twdb.texas.gov](mailto:customer_service@twdb.texas.gov) with the term "Accommodation Request" in the subject line

or

**Office of General Counsel  
Texas Water Development Board  
1700 Congress Avenue, 6<sup>th</sup> Floor  
Austin, TX 78701**

If you request a reasonable accommodation, TWDB may contact you to obtain more information about your request and to better understand your needs. In addition, TWDB may review your request to determine:

- Whether the requested accommodation will be effective in allowing you to participate in the applicable activity or program;
- Whether the requested accommodation is reasonable, or an equally effective alternative to the requested accommodation is available; and
- Whether providing you with the requested accommodation would fundamentally alter the nature of the program or impose undue financial or administrative burdens on TWDB.

In addition, in some cases, TWDB may consult with you in an interactive process to determine on a case-by-case basis what accommodations can be made. If TWDB determines that your requested accommodation would fundamentally alter the nature of the program or impose an undue financial or administrative burden, TWDB may deny your request. However, in the unlikely event that this occurs, TWDB will work with you to identify an alternative accommodation that allows you to effectively participate in the TWDB program, activity, or service.