

# **Capital Area Metropolitan Planning Organization**

## **Title VI Complaint Procedure**

For the Jefferson City, Missouri Urbanized Area

November 16, 2012

The Capital Area Metropolitan Planning Organization is administered by the City of Jefferson Planning and Protective Services - Room 120 - John G. Christy Municipal Building – 320 East McCarty, Jefferson City, Missouri - Telephone 573-634-6410 - Fax: (573) 634-6457  
Website: <http://www.jeffcitymo.org/cd/campo/campo.html>

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## **Non-discrimination Policy**

CAMPO does not discriminate based on race, color, national origin, sex, religion, age, or disability and maintains information on and processes for complaints related to discrimination.

No person on the basis of race, color, or national origin will be subjected to discrimination in the level and quality of transportation services and transit-related benefits.

Persons who feel that they have been subjected to discrimination should contact the CAMPO or federal offices for information on local and federal procedures and forms for discrimination complaints.

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin as noted below may file a written complaint with the Title VI Program Officer, c/o City Counselor, John G Christy Municipal Building/City Hall, 320 East McCarty Street, Jefferson City, MO 65101. Complainants have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI Program Officer may be utilized for resolutions. The Title VI Program Officer will notify CAMPO of all Title VI related complaints as well as resolutions.

Those person or persons alleging discrimination on the basis of race, color, or national origin as it relates to the provision of transportation services and transit-related benefits may file a complaint with the Federal Transit Administration, and/or the U.S. Department of Transportation, Federal Transit Administration, Office of Civil Rights, 901 Locust Street, Room 404, Kansas City, MO 64106, Telephone 816-329-3920, or Federal Highway Administration, 3220 West Edgewood, Suite H, Jefferson City, MO 65109 Telephone: 573-638-2617.

## **Procedure for Filing Complaints through CAMPO**

1. The complaint must meet the following requirements:
  - a. Complaint shall be in writing and signed by the complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Title VI Program Officer will interview the Complainant and assist the person in converting verbal complaints in writing. All complaints must, however, be signed by the Complainant or his/her representative.
  - b. Include the date of the alleged act of discrimination date when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct
  - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
  - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident.
2. Upon receipt of the complaint, the Title VI Program Office will determine its jurisdiction, acceptability, need for additional information, and investigate the complaint, if accepted.
3. The Complainant will be provided with a written acknowledgement that CAMPO has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:

- a. The Complaint must be filed within 180 days of the alleged occurrence.
  - b. The allegation must involve a covered basis such as race, color or national origin.
  - c. The allegation must involve a CAMPO service, the City of Jefferson as a federal-aid recipient; or its sub-recipient or contractor.
5. A complaint may be dismissed for the following reasons:
  - a. The Complainant requests the withdrawal of the complaint.
  - b. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
  - c. The Complainant cannot be located after reasonable attempts.
6. Once the Title VI Program Officer decides to accept the complaint for investigation, the Complainant will be notified in writing of such determination. The complaint will receive a case number and will then be logged in a database identifying: Complainant's name, basis, alleged harm, race, color and national origin of the Complainant.
7. In cases where the Title VI Program Office assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint the Title VI Program Officer will prepare an investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
8. The investigative report and its findings will be reviewed with CAMPO officials and in some cases the investigative report and findings will be reviewed by CAMPO's Legal Counsel.
9. The Title VI Program Officer/Legal Counsel will make a determination on the disposition of the complaint. Dispositions will be stated as follows:
  - a. In the event CAMPO is in noncompliance with the Title VI regulations remedial actions will be listed.
10. Notice of the Title VI Program Officer's determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such an appeal. Notice of appeals are as follows:
  - a. The Title VI Program Officer will reconsider the determination, if new facts, come to light.
  - b. If Complainant is dissatisfied with the determination and/or resolution set forth by the Title VI Program Officer, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the
11. A copy of the complaint and the Title VI Program Officer's investigation report/letter of finding and Final Remedial Action Plan, if appropriate, will be issued to FTA within 120 days of the receipt of the complaint.
12. A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.