



## TITLE VI COMPLAINT PROCEDURE

Title VI of the Civil Rights act of 1964, as amended, prohibits discrimination on the basis of race, color or national origin in programs and activities receiving federal assistance. As a sub-recipient of the Utah Department of Transportation (UDOT), the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA), the Wasatch Front Regional Council (WFRC) has adopted a Title VI Complaint Procedure as part of its Title VI Program.

The purpose of Title VI is to prevent the denial, reduction or delay of benefits to minority and low income populations, to ensure full and fair participation by affected populations in transportation decisions, and to ensure that policies and programs of the WFRC avoid producing disproportionately negative effects on minority and low income populations.

### **Filing of Complaints**

Complainants, or their representative, may file a written complaint with WFRC at any time within one hundred and eighty (180) days from the date of the alleged discriminatory act.

Complaints shall state the name and address of the person, and if applicable, the name of the representative filing on behalf of the complainant, the name and address of the entity alleged to have committed the act of discrimination, and shall set forth the particulars of that action and contain such other information as shall be required by WFRC.

All complaints will include the following information:

- Name, address, and phone number of the Complainant
- Name address, phone number and relationship of representative to complainant, (if applicable)
- Basis of complaint (i.e. race, color, national origin)
- Date of alleged discriminatory act(s)
- Date complaint received by WFRC
- A statement of the complaint, including specific details, relevant facts and documentation.

### **Tracking System**

WFRC's Title VI Administrator will maintain a Complaint Intake Log for WFRC of all complaints received establishing the race, color, or national origin or protected class of the complainant; the identity of the recipient; the nature of the complaint; the date of the investigation, lawsuit, or complaint; a summary of the allegations; the status of the investigation, lawsuit or complaint; and actions taken in response to the investigation, lawsuit or complaint. This log will be maintained electronically and in hardcopy format at the WFRC offices and will be available for review.

**Procedure of Investigation of Complaints**

Within fifteen (15) days, the WFRC shall confirm receipt of the complaint and inform the Complainant of the investigation process.

Within sixty (60) days, should the complaint have merit, WFRC shall commence an investigation of the allegation(s). The purpose of an investigation is to determine whether there is a reason to believe that a failure to comply with Title VI of the Civil Rights Act of 1964 has occurred. In addition, WFRC will render a recommendation for action in a report of findings or resolution.

Within ninety (90) days, WFRC will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the UDOT's Title VI Coordinator, if they are dissatisfied with the final decision rendered by WFRC.

**Resolution of Complaints**

If a probable cause of discriminatory practice based on race, color, or national origin is found to exist, the WFRC shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Action Plan shall include: a list of corrective actions accepted by the agency; a description of how the corrective action will be implemented; and a written assurance that the agency will implement the accepted corrective action in the manner discussed in the plan.

Where attempts to resolve the complaint fail, the complainant shall be notified in writing of his or her right to submit the complaint to the Federal Highway Administration or the Federal Transit Administration as cited in FTA C4702.1A.