



SIERRA VISTA METROPOLITAN PLANNING ORGANIZATION

Non-Discrimination Complaint Procedures

Any person who believes that they have been individually or as a member of a specific class of person, on in connection with any minority contractor, has been subject to discrimination prohibited by Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 or the American with Disabilities Act of 1990, may file a complaint with the Sierra Vista Metropolitan Planning Organization (Sierra Vista MPO).

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 as they relate to any Federal Highway Administration or Federal Transit Administration funded program or activity administered by the Sierra Vista MPO, its sub-recipients, consultants and contractors. In addition to these procedures, complainants reserve the right to file formal complaints with other state or federal agencies or take legal action for complaints alleging discrimination.

Required Procedures for FHWA and FTA Title VI Complaints filed against the Sierra Vista MPO, and the Sierra Vista's MPO's sub-recipients, contractors or consultants:

1. Any person, specific class of persons or entity that believes they have been subjected to discrimination on an FHWA or FTA related activity or program as prohibited by the legal provisions of Title VI on the basis of race, color, national origin, or disability can file a formal complaint with the Sierra Vista MPO.
2. A copy of the Title VI Complaint Form may be accessed electronically at www.svmmpo.com or obtained by contacting the SVMPO office located at 401 Giulio Cesare Ave., Sierra Vista, AZ 85635
3. Your complaint must be filed within 180 days of the alleged discrimination, and include the date the alleged discrimination became known to you/complainant or the last date of the incident.
4. Your complaint should be in writing and signed; you may file your complaint by mail, fax, in person, or e-mail. You may also call the SVMPO office at 520-515-8525 to provide the allegations by telephone; a written transcription of the allegations of your complaint, as provided over the telephone, will be sent to you/ complainant for correction and signature.
5. Your complaint should contain at least the following information:
 - A written explanation of what has happened;
 - A way to contact the you/complainant;
 - The basis of your complaint (e.g., race, color, national origin);
 - The identification of a specific person/people and the respondent (e.g., agency/organization) alleged to have discriminated against you;
 - Sufficient information to understand the facts that led you/complainant to believe that discrimination occurred in a program or activity that receives FHWA or FTA financial assistance; a consultant, contractor or sub-recipient of the Sierra Vista MPO and
 - The date(s) of the alleged discriminatory act(s).



SIERRA VISTA METROPOLITAN PLANNING ORGANIZATION Non-Discrimination Complaint Procedures

Required Process for FHWA Title VI Complaints filed against the Sierra Vista MPO, and the Sierra Vista's MPO's sub-recipients, contractors or consultants:

1. Upon receipt of a complaint, the Sierra Vista MPO will forward all FHWA Title VI complaints to Arizona Department of Transportation (ADOT) Civil Rights Office within 72 hours.
2. ADOT's Civil Rights Office will forward all FHWA Title VI complaints to the FHWA Division Office.
3. All Title VI complaints received by the FHWA Division Office will then be forwarded to the FHWA Office of Civil Rights for processing and potential investigation.
4. If the FHWA Office of Civil Rights determines a Title VI complaint against a sub-recipient can be investigated by ADOT's Civil Rights Office, the FHWA Office of Civil Rights may delegate the task of investigating the complaint to ADOT. ADOT's Civil Rights Office will conduct the investigation and forward the Report of Investigation to the FHWA Office of Civil Rights for review and final disposition.
5. The disposition of all Title VI complaints will be undertaken by the FHWA Office of Civil Rights, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI.
6. The complainant may also file a discrimination related complaint on an FHWA program or activity directly with ADOT or with the Federal Highway Administration by contacting the agencies at:

<p>ADOT Civil Rights Office 206 S. 17th Avenue Mail Drop 155A Phoenix, AZ 85007</p> <p>Email: civilrightsoffice@azdot.gov 602.712.8946 602.239.6257 FAX</p>	<p>Federal Highway Administration U.S. Department of Transportation Office of Civil Rights 1200 New Jersey Avenue, SE 8th Floor E81-105 Washington, DC 20590</p> <p>Email: CivilRights.FHWA@dot.gov 202-366-0693 202-366-1599 FAX</p>
---	--

7. ADOT's Civil Rights Office processing of your complaint will follow ADOT's complaint processing procedures as per ADOT's FHWA Title VI Implementation plan, located on ADOT's website at: <https://www.azdot.gov/business/civil-rights/title-vi-nondiscrimination-program/filing-a-complaint>

Required Process for FTA Title VI Complaints filed against the Sierra Vista MPO, and the Sierra Vista's MPO's sub-recipients, contractors or consultants:

1. For FTA funded programs or activities; you/complainant may file a discrimination related complaint directly with the Sierra Vista MPO or with ADOT or with the Federal Transit Administration



SIERRA VISTA METROPOLITAN PLANNING ORGANIZATION Non-Discrimination Complaint Procedures

by contacting the agencies at:

<p>ADOT Civil Rights Office 206 S. 17th Avenue Mail Drop 155A Phoenix, AZ 85007</p>	<p>Federal Transit Administration Office of Civil Rights 1200 New Jersey Avenue SE Washington, DC 20590</p>
--	--

2. Upon receipt of a FTA related Title VI complaint, the SVMPO will notify both the transit agency involved with the alleged discrimination and the ADOT Civil Rights Division within 72 hours.
3. The SVMPO will then initiate an investigation of the alleged discrimination and prepare a draft Letter of Finding.
4. SVMPO will transmit the initial investigative findings to ADOT Civil Rights Division for review and comment. Upon coordinating findings and recommendations for resolution a final Letter of Finding will be prepared.
5. The disposition of all FTA Title VI complaints will be undertaken by the SVMPO, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI.
6. If the FTA related Title VI complaint has not been resolved through informal resolution, a Letter of Finding will be sent to the complainant.
7. A copy of the Final Letter of Finding will be sent to ADOT's Civil Rights Division, the transit agency and FTA, if appropriate and required.

Title VI Complaint Log and Maintenance of Records:

The Sierra Vista MPO will maintain a confidential log of all accepted Title VI Complaints for four (4) years; the log will include:

- Name of complainant(s)
- Date the complaint was received
- Date of the allegation
- Description of the alleged discrimination
- Other relevant information, as needed
- Report date
- Recommendations
- Outcome/Disposition

*If this information is needed in another language, please contact the Sierra Vista MPO at 520-515-8525.
Si se necesita información en Español, por favor comuníquese con la oficina de Sierra Vista MPO al 520-515-8525.*