

Appendix C – Title VI Complaint Procedure

Overview

Greater Madison MPO is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by the **Greater Madison MPO** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

Right to File Complaints

Greater Madison MPO uses the following procedures for prompt processing of all civil rights complaints relating to any program, activity or service administered by **Greater Madison MPO** or its contractors, consultants, or lessors receiving Federal financial assistance.

Any individual, group of individuals, or entity that believes they have been subjected to discrimination or retaliation prohibited by Title VI nondiscrimination provisions by **Greater Madison MPO** may file a complaint with the **Greater Madison MPO** or the City of Madison:

- ✓ **Greater Madison MPO**, William Schaefer Title VI Coordinator at (608) 266-4336, (for hearing impaired, please use Wisconsin Relay 711 service); email mpo@cityofmadison.com; 100 State Street, Ste. 400, Madison, WI 53703.
- ✓ City of Madison, Department of Civil Rights, Attn: Title VI Complaint, 210 Martin Luther King Jr. Blvd. #523, Madison, WI 53703, Phone: (608)266-4910; email: dcr@cityofmadison.com

These procedures do not deny the right of the Complainant to file formal complaints with other state or federal agencies or seek private counsel for complaints alleging discrimination. A person may also file a complaint directly with:

- ✓ Wisconsin Department of Transportation (WisDOT), Taqwanya Smith, Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, Fax: (608)267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705.
- ✓ U.S. Department of Transportation
 - USDOT, Federal Highway Administration (FHWA), Office of Civil Rights, 1200 New Jersey Avenue SE, 8th Floor E81-105, Washington, DC, 20590 or by phone at 202-366-4000.
 - USDOT, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590 or by phone at 202-366-4043.

Procedures

Any person who believes they've been discriminated against by **Greater Madison MPO** may file a complaint by completing and submitting **Greater Madison MPO's** Complaint Form (**Appendix D**).

This civil rights complaint procedure may also be used by the **Greater Madison MPO** to address, resolve, and close general complaints.

Greater Madison MPO Title VI Coordinator will make every effort to obtain early resolution of complaints at the lowest possible level. The option of informal mediation meeting(s) between the affected parties and **Greater Madison MPO** Title VI Coordinator may be utilized for resolution, at any stage of the process.

Complaints can be submitted to **Greater Madison MPO** in writing via email or by phone. Complainants are encouraged to complete the Complaint Form (**Appendix D**). Complaints received by phone will be reduced to writing and provided to the Complainant for confirmation or revision before processing.

Complaints should include:

- ✓ The Complainant's contact information, including, if available: full name, postal address, phone number, and email address.
- ✓ The date of the alleged act(s) of discrimination or the date of the latest instance of the conduct.
- ✓ The basis of discrimination (race, color, national origin, sex, or other)
- ✓ A statement of the nature of the complaint
- ✓ Other agencies (local, state, and Federal) where the complaint has been filed
- ✓ The names and job titles of those individuals perceived as parties in the action complained against.
- ✓ Recommended actions by the **Greater Madison MPO** to resolve the issues raised in the complaint.
- ✓ A signature by the Complainant or their representative.

Complaints received will be acknowledged and processed, once the Complainant(s) and the intent to proceed with the complaint have been established.

Investigation of Complaints

Complaints in which **Greater Madison MPO** is named as the Respondent (i.e., the recipient/entity which a complaint of discrimination has been filed) shall be forwarded to the appropriate State or Federal agency for proper disposition, in accordance with their procedures.

Greater Madison MPO will assume responsibility for investigating complaints against any of its contractors, consultants, lessors, etc.

To be accepted, a civil rights complaint must meet the following criteria:

1. The complaint should be filed within **180** calendar days of the alleged occurrence or when the alleged discrimination became known to the Complainant.
2. The allegation(s) should address a nondiscrimination protection such as race, color, national origin, disability, etc.
3. The allegation(s) must involve a program or activity of a federal-aid recipient, contractor, consultant, or lessor.

Greater Madison MPO reviews and determines the appropriate action regarding every complaint.

Appendix H is the **Greater Madison MPO's** tracking mechanism to track, investigate, and resolve complaints. When a complaint is received, **Greater Madison MPO** will provide written acknowledgment to the Complainant within **ten (10)** business days.

The notification letter/email shall contain:

- ✓ The basis for the complaint.
- ✓ A brief statement of the allegation(s) over which the **Greater Madison MPO** has jurisdiction.
- ✓ The proposed action to be taken by **Greater Madison MPO** to process/investigate the allegation(s).
- ✓ An indication of when the parties will be contacted.

The investigation conducted by **Greater Madison MPO** consists of a personal interview with the Complainant(s). Information gathered in this interview includes but is not limited to information completed on the Complaint Form (**Appendix D**).

Complaints will be investigated within **thirty (30)** calendar days from the date the original complaint was received. If more information is needed to address the complaint, **Greater Madison MPO** may contact the Complainant. If a complaint is deemed incomplete or if additional information is requested, the Complainant will be provided **ten (10)** business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

Within **sixty (60)** business days of the acceptance of the complaint, **Greater Madison MPO** will prepare an investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendation for corrective action. Only reasonably qualified and trained investigators should conduct the investigation.

After **Greater Madison MPO** completes the investigation, one of two (2) letters will be issued to the Complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states there was not a civil rights violation and the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member(s), or other action will occur.

A copy of the letter will be sent to the U.S. Department of Transportation and Wisconsin Department of Transportation.

If the Complainant wishes to appeal the decision found in the letter issued by **Greater Madison MPO**, the Complainant has **thirty (30)** business days after the date of the letter of finding to do so.

Dismissal

A civil rights complaint may be recommended for dismissal for the following reasons:

1. The Complainant requests withdrawal of the complaint.
2. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
3. The Complainant cannot be located after reasonable attempts.

List of Complaints

Greater Madison MPO maintains a list of complaints, investigations and lawsuits alleging discrimination.

Appendix H is the **Greater Madison MPO's** log of complaints and includes the date the civil rights complaint, investigation, or lawsuit was filed, a summary of the allegation(s), the status of the complaint, investigation, or lawsuit, actions taken by **Greater Madison MPO** in response, and final findings related to the complaint, investigation, or lawsuit.

Greater Madison MPO will submit a log of all Title VI complaints received, and any additional pertinent records to the WisDOT, Title VI Office, as requested.

If information is needed in another language, contact the City of Madison's Civil Rights Department at (608) 266-4910.

Si se necesita información en otro idioma, póngase en contacto con la Ciudad de Departamento de Derechos Civiles de Madison al (608) 266-4190.

<https://www.greatermadisonmpo.org/about/civilrightsespanol.cfm>

Yog tias cov lus qhia uas yuav tsum tau nyob rau hauv lwm yam lus, ces hu mus rau lub nroog ntawm Madison lub Civil Rights Department ntawm (608) 266-4190.

<https://www.greatermadisonmpo.org/about/civilrightshmn.cfm>

如果信息是需要另一种语言，然后致电 (608) 266-4190 市的麦迪逊民权处

<https://www.greatermadisonmpo.org/about/chinese.cfm>

MPO's Notice to the Public, information about the MPO's Title VI and ADA obligations, complaint procedure, and complaint form are posted on the agency's Website

<https://www.greatermadisonmpo.org/about/civilrights.cfm> in English or at the web addresses above for Spanish, Hmong, and Traditional Chinese, and on the bulletin board in the agency office reception area.