



Lawton Metropolitan Planning Organization

103 Southwest 4th Street
Mail: 212 Southwest 9th Street
Lawton, OK 73501-4078

Phone (580) 581-3375
Fax (580) 581-3573
www.lawtonmpo.org

TITLE VI COMPLAINT PROCEDURE

What is Title VI?

Title VI of the Civil Rights Act of 1964 and its related statutes requires that no person in the United States shall, on the ground of race, color, national origin, age, sex, disability, religion, familial status, or income status, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity of federal aid recipients, subrecipients, or contractors.

The purpose of Title VI is to ensure that public funds are not spent in a way that encourages, subsidizes, or results in discrimination. The intent of Title VI is to eliminate barriers and conditions that prevent minority, low income, low English proficiency (LEP), and other disadvantaged groups and persons from receiving access, participation, and benefits from federally-assisted programs, services, and activities.

Complaint Procedure

1. **Submission of Complaint:** Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, national origin, age, sex, disability, religion, familial status, or income status, has been excluded from or denied the benefits of, or subjected to discrimination by the LMPO may file a written complaint with the Secretary of the LMPO, the Oklahoma Department of Transportation, Federal Transit Administration, Federal Highway Administration, United States Department of Justice, or the United States Department of Transportation. A complaint form is attached to this document, is available on the LMPO's website (www.lawtonmpo.org), and is available in other formats upon request. Such complaints should be filed within 180 days after the date the person believes the discrimination occurred or when there has been a continuing course of conduct, the date on which the conduct was discontinued. Note: Upon request, assistance in preparation of any necessary written material will be provided to a person(s) who is unable to read or write. Complaints should be mailed to:

LMPO Secretary
212 SW 9th Street
Lawton, OK 73501

2. **Referral to Review Officer:** Upon receipt of the signed complaint form, the LMPO Secretary will log in the complaint and determine the basis of the complaint and the appropriate authority/jurisdiction. Within ten (10) business days the designated LMPO Secretary will acknowledge receipt of the allegation, inform the complainant of the action taken or proposed action to be taken to process the allegation. The notification letter contains:
 - The basis of the complaint.
 - A brief statement of the allegation(s) over which LMPO has jurisdiction.
 - A brief statement of the LMPO jurisdiction over the recipient to investigate the complaint; and
 - An indication of when the parties will be contacted.

The LMPO Secretary also notifies the Oklahoma Department of Transportation (ODOT) within ten (10) calendar days of receipt of the allegations who will notify the appropriate Federal agency. Generally, the following information will be included in every notification to the ODOT's Civil Rights Division:

- a. Name, address, and phone number of the complainant.
- b. Email address, if available.
- c. Basis of complaint (i.e., race, color, national origin, sex, age, disability/handicap).
- d. Date of the alleged discriminatory act(s).
- e. Date of the complaint received by the recipient.
- f. A statement of the complaint.
- g. Other agencies (state, local, or Federal) where the complaint has been filed.
- h. An explanation of the actions the recipient has taken or proposed to resolve the issue(s) raised in the complaint.

Within sixty (60) calendar days from the date the original complaint was received, the LMPO Secretary will conduct and complete an investigation of the allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the ODOT.

The LMPO Secretary will conduct in-depth, personal interviews with the complainant(s). Information gathered in this interview includes: identification of each complainant by race, color, sex, age, national origin, disability/handicap, or income status; name of the complainant; a complete statement concerning the nature of the complaint, including names, places, and incidents involved in the complaint; the date the complaint was filed; and any other pertinent information. The interviews are recorded either on audio tape or by taking notes. The LMPO Secretary arranges for the complainant to read, make necessary changes to, and sign the interview transcripts or interview notes. Every effort will be made to obtain early resolution of complaints at the lowest level possible.

The LMPO Secretary will forward the investigative report to the ODOT. The ODOT's Title VI Coordinator will review the report and forward the investigative report to the appropriate Federal agency. Included with the report is a copy of the complaint, copies of all documentation pertaining to the complaint, the date the complaint was filed, the date the investigation was completed, the disposition and the date of the disposition, and any other pertinent information. If, for some reason, the investigation cannot be completed within this timeframe, a status report shall be submitted to the ODOT at this stage and the report shall follow upon completion. The appropriate Federal agency reviews and issues the official Letter of Findings to the complainant.

3. Submission of Complaint to the Oklahoma Department of Transportation, Federal Transit Administration, Federal Highway Administration, United States Department of Justice, or United States Department of Transportation:

Oklahoma Department of Transportation
External Civil Rights
Jenny K. Chong
State Title VI Coordinator
200 NE 21st Street, Room 1-C5
Oklahoma City, OK 73105
jchong@odot.org
Phone: (405) 521-2072
Fax: (405) 522-2136

4. Complaint Log

An annual Log of Complaints will be maintained by the LMPO. The Log of Complaints will contain the following information for each complaint filed:

- a. The name and address of the person filing the complaint
- b. The date of the complaint
- c. The basis of the complaint
- d. Actions taken by the LMPO or subrecipient in response to the investigation
- e. The disposition of the complaint
- f. The status of the complaint
- g. Other agencies (state, local, or Federal) where the complaint has been filed



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TITLE VI COMPLAINT FORM

Please provide your name and contact information:

Name:
Address:
Phone Number(s):
Email:
Best way to contact you:

Please provide as much information as you know about the person(s) who discriminated against you:

Name of person(s):
Location, department, and/or position of person(s):
Address:
Phone Number(s):
Email:

I believe I was discriminated on the basis of (check all that apply):

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> Race/Color | <input type="checkbox"/> National Origin |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Religion |
| <input type="checkbox"/> Sex | <input type="checkbox"/> Income Status |
| <input type="checkbox"/> Age | <input type="checkbox"/> Familial Status |

Date(s) of incident(s): _____

Explain as briefly and clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include how other persons were treated differently than you. Attach additional pages as necessary and any other written material pertaining to your case. If there were witnesses to the incidents, please include their names and contact information.

Title VI Complaint Form
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Have you filed or do you intend to file a charge or complaint concerning the matters raised in this complaint with any other agencies (federal, state or local)? If so, please provide the following information:

Agency:
Address:
Name of Investigator (if known):
Phone Number:
Email Address:
Date Filed:
Status of Case:

Requested Remedy:

Signature: _____

Date: _____

Please return this completed form to the LMPO Secretary, 212 SW 9th Street, Lawton, OK 73501