

I. FTA Complaint Procedures

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 Transit Administration funded program or activity administered by Central Yavapai Metropolitan Planning Organization (CYMPO), 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.

A. Required Procedures for FTA Title VI/ADA Non-discrimination Complaints filed against CYMPO:

1. For FTA funded programs or activities; the complainant may file a discrimination related complaint directly with CYMPO or with ADOT or with the Federal Transit Administration by contacting the agencies at:

Allison McCarthy, Accounting Specialist I
Central Yavapai Metropolitan Planning Organization
1971 Commerce Center Circle, Suite E
Prescott, AZ 86301
928-442-5730
928-442-5736 (FAX)
Email: Christopher.Bridges@yavapai.us

And or:

ADOT Civil Rights Office 206 S. 17 th Ave., Mail Drop 155-A Phoenix, AZ 85007 602-712-8946 602-239-6257 (FAX) Email: Civilrightsoffice@azdot.gov	FTA Office of Civil Rights 1200 New Jersey Avenue SE Washington, DC 20590
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B. Required Procedures for FTA Title VI/ADA Non-discrimination Complaints filed against CYMPO's sub-recipient, contractor or consultant:

1. Any person, specific class of persons or entity that believes they have been subjected to discrimination on an FTA related activity or program as prohibited by the legal provisions of Title VI on the basis of race, color, or national origin, can file a formal complaint with CYMPO. A copy of the Complaint Form may be accessed electronically at: https://www.cympo.org/wp-content/uploads/2019/05/Title-VI-Complaint-Form_2019.pdf
2. The complaint must be filed within 180 days of the alleged discrimination, and include the date the alleged discrimination became known to the complainant or the last date of the incident.

3. Complaints should be in writing and signed; they may be filed by mail, fax, in person, or e-mail. However, the complainant may call CYMPO to provide the allegations by telephone (928-442-5730). CYMPO will transcribe the allegations of the complaint as provided over the telephone and send a written complaint to the complainant for acknowledgement and signature.
4. A complaint should contain at least the following information:
 - A written explanation of what has happened
 - A way to contact the complainant
 - The basis of the 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
 - Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives FTA financial assistance; a consultant, contractor or sub-recipient of CYMPO and
 - The date(s) of the alleged discriminatory act(s)
5. Upon receipt of a completed complaint, CYMPO will determine jurisdiction, acceptability or need for additional information. Once the determination has been made to accept the complaint for investigation, ADOT CRO will be notified within 72 hours. Title VI complaints against CYMPO's sub-recipient, contractors or consultants in FTA funded programs will be investigated by CYMPO.
6. CYMPO 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
7. Timeframes for Investigating Title VI complaints received directly by CYMPO must be completed within 60 days of receipt.
8. CYMPO will forward a copy of FTA Title VI complaints and preliminary findings reports to ADOT CRO within 60 days. Once ADOT CRO issues concurrence on preliminary report, CYMPO will notify all parties involved.

II. FHWA Complaint Procedures

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 funded program or activity administered by Central Yavapai Metropolitan Planning Organization (CYMPO), 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.

A. Required procedures for FHWA Title VI Complaints filed against CYMPO, CYMPO'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-related activity or program as prohibited by the legal provisions of Title VI on the basis of race, color, national origin, can file a formal complaint with CYMPO. A copy of the Complaint Form may be accessed electronically at: https://www.cympo.org/wp-content/uploads/2018/12/Title-VI-Complaint-Form_Update_revised_11152018.pdf
2. The complaint must be filed within 180 days of the alleged discrimination, and include the date the alleged discrimination became known to the complainant or the last date of the incident.
3. Complaints should be in writing, signed, and may be filed by mail, fax, in person, or e-mail. However, the complainant may call CYMPO and provide the allegations by telephone for transcription. Once transcribed, CYMPO will send the written complaint to the complainant for correction and signature.
4. A complaint should contain at least the following information:
 - A written explanation of what has happened
 - A way to contact the complainant
 - The basis of the 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
 - Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal Highway Administration financial assistance; and is a consultant, contractor or sub-recipient of CYMPO
 - The date(s) of the alleged discriminatory act(s)
5. Upon receipt of a completed complaint, CYMPO will forward all FHWA Title VI complaints to Arizona Department of Transportation (ADOT) Civil Rights Office (CRO) within 72 hours.
6. ADOT CRO will forward all FHWA Title VI complaints to the FHWA Division Office.

7. All Title VI complaints received by the FHWA Division Office will be forwarded to the FHWA Office of Civil Rights for processing and potential investigation.
8. If the FHWA Office of Civil Rights determines a Title VI complaint against a sub-recipient can be investigated by ADOT CRO, the FHWA Office of Civil Rights may delegate the task of investigating the complaint to ADOT CRO. ADOT CRO will conduct the investigation and forward the Report of Investigation to the FHWA Office of Civil Rights for review and final disposition.
9. 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. A copy of the Letter of Finding will be sent to the FHWA Division Office.
10. 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 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 Email: CivilRights.FHWA@dot.gov 202-366-0693 202-366-1599 FAX</p>
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