

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 grounds 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 ACOG may file a written complaint with the ACOG Executive Director, the Oklahoma Department of Transportation, or US Department of Transportation. A sample complaint form is available at the end of this document, and in other formats upon request. Use of the sample form is not required; a letter with the same information is sufficient. Such complaints should be filed within 180 days of the date the person believes the discrimination occurred. 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:

ACOG Executive Director
21 E. Main Street
Suite 100
Oklahoma City, OK 73104-2405

2. **Referral to Review Officer:** Upon receipt of the complaint, the ACOG Executive Director will give the complaint to the affected Division Director for review. The Division Director will determine if a Title VI/discrimination issue is present and will discuss his/her findings with the Executive Director. If they determine there is no Title VI/discrimination issue present, a letter describing their review and the appeal procedures will be sent to the complainant. If further review is needed to determine if a Title VI/discrimination issue is present, the Executive Director shall appoint one or more staff review officers, as appropriate, together with the affected Division Director, to evaluate the complaint, in consultation with the ACOG Legal Counsel. If necessary, the review staff officers will meet with the complainant to allow further explanation of the complaint and will complete their review as soon as possible after the date ACOG received the complaint. If the review is expected to extend over 45 days after the receipt of the complaint, the ACOG Executive Director shall notify the complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to ACOG's processes relative to Title VI/nondiscrimination, as appropriate, including any additional actions with regards to staff if

they have been found to have discriminated against any person(s) or group(s). The staff review officer(s) shall forward their recommendations to the ACOG Executive Director, for concurrence. If the ACOG Executive Director concurs, he shall issue ACOG's written response to the complainant.

3. Request for Reconsideration: If the complainant disagrees with the ACOG Executive Director's response, he or she may request reconsideration by submitting the request, in writing, to the ACOG Executive Director within 10 calendar days after receipt of the ACOG Executive Director's response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by the ACOG Executive Director. The ACOG Executive Director will notify the complainant of his decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where the ACOG Executive Director agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2, above.

4. Submission of Complaint to the Oklahoma Department of Transportation or U.S. Department of Transportation: If the complainant is dissatisfied with ACOG's resolution of the complaint, he or she may submit a written complaint to the State of Oklahoma Department of Transportation or the U.S. Department of Transportation:

Oklahoma Department of Transportation
External Civil Rights
200 N. E. 21st Street
Oklahoma City, OK 73105
Phone: (405) 521-6046
Fax: (405) 522-2136

U.S. Department of Transportation
Departmental Office of Civil Rights
External Civil Rights Programs Division (S-33)
1200 New Jersey Ave, S.E.
Washington, DC 20590
Phone: (202) 366-4070
TTY: (202) 366-9696
Fax: (202) 366-5575

COMPLAINT LOG

An annual Log of Complaints will be maintained by ACOG. 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) The disposition of the complaint
- e) The status of the complaint

TITLE VI COMPLAINT FORM

Association of Central Oklahoma Governments (ACOG)

Please provide your name and contact information:

Your 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):

Race/Color

Disability

Sex

Age

National Origin

Religion

Income Status

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.

Requested Remedy:

Signature:

Date: