

ACOG uses the following internal procedures for prompt processing and resolution of all Title VI complaints received.

These procedures include but are not limited to:

1. Title VI Complaint

- a. Any person who believes that they have been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, as amended, by ACOG or any of their recipients may file a written complaint with ACOG's Title VI Coordinator via the Title VI Complaint Form (Appendix IV). A complaint may also be filed by a representative on behalf of such a person.
- b. All complaints should be directed to:
Association of Central Oklahoma Governments
Attention: Title VI Coordinator
4205 North Lincoln Blvd
Oklahoma City, OK 73105
(405) 234-2264
title.vi@acogok.org
- c. In order to have the complaint considered, the complaint must be filed no later than 180 calendar days after:
 - i. The date of the alleged act of discrimination; or
 - ii. Where there has been a continuing course of conduct, the date of the most recent incident
- d. Complaints shall set forth, as fully as possible, the facts and circumstances surrounding the claimed discrimination.
- e. In the event that a person makes a verbal complaint of discrimination, the person shall be interviewed by the Title VI Coordinator. If necessary, the Title VI Coordinator will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled in the usual manner.

2. Receipt of Complaint

- a. Upon receipt of the signed complaint form, the Title VI Coordinator will log the complaint.
- b. The Title VI Coordinator will determine the basis of the complaint, authority/jurisdiction, and who should conduct the investigation.
- c. The Title VI Coordinator reviews and determines the appropriate action regarding every Title VI complaint. The department will not proceed with or continue a complaint investigation if:
 - i. The complaint is, on its face, without merit
 - ii. The same allegations and issues of the complaint have been addressed in a recently closed investigation or by previous federal court decisions
 - iii. The complainant's or injured party's refusal to cooperate (including refusal to give permission to disclose their identity) has made it impossible to investigate further

- d. All Title VI complaints made against ACOG shall be directly forwarded and investigated by ODOT.
- e. Within ten (10) business days, the Title VI Coordinator will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to be taken to process the allegation(s), and the complainant is advised of other avenues of redress available, such as the FHWA/FTA, U.S. Department of Justice, U.S. Department of Transportation, and the State Department of Transportation. The notification letter to be sent to the complainant shall contain:
 - i. The basis of the complaint
 - ii. A brief statement of the allegation(s) over which ACOG has jurisdiction
 - iii. A brief statement of ACOG's jurisdiction over the recipient to investigate the complaint
 - iv. An indication of when the parties will be contacted
 - v. A copy of ACOG's Notice of Investigatory Uses of Personal Information and a Complainant Consent/Release Form

3. Notification of ODOT

- a. The Title VI Coordinator notifies the Oklahoma Department of Transportation's (ODOT) Civil Rights Division within ten (10) calendar days of receipt of the allegations.
- b. The following information will be included in every notification to the ODOT Civil Rights Division:
 - i. Name, address, and phone number of the complainant
 - ii. Email address, if available
 - iii. Basis of complaint (i.e., race, color, national origin)
 - iv. Date of the alleged discriminatory act(s)
 - v. Date of complaint received by the recipient
 - vi. A statement of the complaint
 - vii. Other agencies (state, local or Federal) where the complaint has been filed
 - viii. An explanation of the actions the recipient has taken or proposed to resolve the issue(s) raised in the complaint

3. Investigation

- a. Within sixty (60) calendar days from the date the original complaint was received, the Title VI Coordinator will conduct and complete an investigation of the allegation(s).
- b. The Title VI Coordinator will conduct an in-depth, personal interview with the complainant(s). Information gathered in this interview includes:
 - i. Identification of each complainant by race, color, or national origin
 - ii. Name of the complainant
 - iii. Complete statement concerning the nature of the complaint, including names, places, and incidents involved in the complaint
 - iv. Date the complaint was filed
 - v. Any other pertinent information the investigation team feels is relevant to the complaint
- c. The interviews are recorded either in audio format or by taking notes. The Title VI Coordinator arranges for the complainant to read, make necessary changes to, and sign the interview transcripts or interview notes.
- d. If, for some reason, the investigation cannot be completed within the required timeframe, a status report shall be submitted to the complainant and the report shall follow upon completion.

5. Findings:

- a. Based on the information obtained from the investigation, ACOG will render a recommendation for action in a report of findings. Included with the recommendation report shall be:
 - i. A copy of the complaint
 - ii. Copies of all documentation pertaining to the complaint
 - iii. The date the complaint was filed
 - iv. The date the investigation was completed
 - v. The disposition and the date of the disposition
 - vi. Any other pertinent information
- b. ACOG, or the appropriate Federal Agency, issues the official Letter of Findings to the complainant. Every effort will be made to obtain early resolution of complaints at the lowest possible level.
- c. If the complaint cannot be resolved by ACOG to the satisfaction of all parties concerned, the party not satisfied is advised of their right to appeal pursuant to Title 49, Code of Federal Regulations, Part 21. The appeal must be filed to the appropriate agency, in writing no later than 180 calendar days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary to the USDOT. The letter should be addressed to either the Federal Transit Administration (FTA) or Federal Highway Administration (FHWA), whichever is most appropriate, and sent to:

United States Department of Transportation
Departmental Office of Civil Rights
1200 New Jersey Ave, S.E.
Washington, DC 20590
(202) 366-4648