

APPENDIX C: TITLE VI COMPLAINT PROCEDURE

Lake~Sumter MPO Title VI Complaint Procedure

Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by the Title VI of the Civil Rights Act of 1964 and other nondiscrimination authorities, may file a written complaint. All written complaints received by the recipient shall be referred immediately by the recipient's Metropolitan Planning Organization (MPO) Title VI Specialist to the FDOT's District Five Title VI Coordinator for processing in accordance with approved State procedures.

Title VI Complaint Procedure:

1. Verbal and non-written complaints received by the recipient shall initially be addressed informally by the recipient's MPO Title VI Specialist. If the issue has not been satisfactorily resolved through this informal means, or if at any time the person requests to file a formal written complaint, the recipient's MPO Title VI Specialist shall refer the Complainant to the FDOT's District Five Title VI Coordinator for processing in accordance with approved State procedures.
2. The recipient's MPO Title VI Specialist will advise the FDOT's District Five Title VI Coordinator within five (5) calendar days of receipt of the allegations.
3. The following information will be included in every notification to the FDOT's District Five Title VI Coordinator:
 - a. Name, address, and phone number of the Complainant
 - b. Name(s) and address(es) of Respondent
 - c. Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation)
 - d. Date of alleged discriminatory act(s)
 - e. Date of 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 MPO has taken or proposed to resolve the allegation(s) raised in the complaint
4. Within ten (10) calendar days, the MPO Title VI Specialist will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FDOT's Equal Opportunity Office (EOO).
5. Within sixty (60) calendar days, the MPO Title VI Specialist will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the head of the MPO.
6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the MPO Title VI Specialist will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her

right to file a formal complaint with the FDOT's EOO, if they are dissatisfied with the final decision rendered by the MPO. The MPO Title VI Specialist will also provide the FDOT's District Five Title VI Coordinator with a copy of this decision and summary of findings.

7. The MPO Title VI Specialist will maintain a log of all verbal and non-written complaints received by the MPO. The log will include the following information:
 - a. Name of Complainant
 - b. Name of Respondent
 - c. Basis of Complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation)
 - d. Date verbal or non-written complaint was received by the MPO
 - e. Date the MPO notified the FDOT's District Five Title VI Coordinator of the verbal or non-written complaint
 - f. Explanation of the actions the MPO has taken or proposed to resolve the issue raised in the complaint

Note: Consistent with the organization's Title VI Nondiscrimination Policy and Complaint Processing and Procedure, LSMPO accepts written or verbal discrimination complaints related to Title VI and other nondiscrimination authorities. A standard form, titled LSMPO Title VI Discrimination Complaint Form, is available in English and Spanish, online or by request. A copy of the form is available in the appendix of this plan. This form, whether completed by the individual filing the complaint or by staff when reducing elements of a verbal complaint to writing, also serves as: (1) standard written notification transmitted to the FDOT District Five Title VI Coordinator and (2) documentation filed in the official LSMPO log of Title VI complaints.