


Capital Region Transportation Planning Agency

Policy Statement

CIVIL RIGHTS GRIEVANCE PROCEDURE

Adopted January 23, 2006

Reaffirmed June 25, 2012



Jane G. Sauls, Chair

Capital Region Transportation Planning Agency

CIVIL RIGHTS GRIEVANCE PROCEDURE

SECTION 1. POLICY STATEMENT - DISCRIMINATION PROHIBITED

The Capital Region Transportation Planning Agency (hereinafter "CRTPA") does not condone discrimination in the planning process on the basis of:

- Race
- Color
- National Origin
- Age
- Disability
- Religion
- Sex

All persons should be protected based on the above listed criteria and will not be excluded from participation in, being denied benefits of, or be subject to discrimination under CRTPA transportation planning activities.

SECTION 2. CRTPA DISCRIMINATION COMPLAINT PROCEDURE

1. 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, as amended, and related statutes, may file a written complaint. All written complaints received by the recipient shall be referred immediately by the Capital Region Transportation Planning Agency (CRTPA) Title VI Specialist to the FDOT's District Three Title VI Coordinator for processing in accordance with approved State procedures.
2. Verbal and non-written complaints received by the recipient shall be resolved informally by the recipient's CRTPA Title VI Specialist. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the recipient's CRTPA Title VI Specialist shall refer the Complainant to the FDOT's District Three Title VI Coordinator for processing in accordance with approved State procedures.
3. The recipient's CRTPA Title VI Specialist will advise the FDOT's District Three Title VI Coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FDOT's District Three 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 recipient has taken or proposed to resolve the allegation(s) raised in the complaint.
4. Within ten (10) calendar days, the recipient's CRTPA 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 recipient's CRTPA 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 recipient.
 6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the recipient 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 recipient. The recipient's CRTPA Title VI Specialist will also provide the FDOT's District Three Title VI Coordinator with a copy of this decision and summary of findings.
 7. The recipient's CRTPA Title VI Specialist will maintain a log of all verbal and non-written complaints received by the recipient. 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 recipient.
 - e. Date recipient notified the FDOT's District Three Title VI Coordinator of the verbal or non-written complaint.
 - f. Explanation of the actions the recipient has taken or proposed to resolve the issue raised in the complaint.

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Witness:



Harry D. Reed, III, AICP

Executive Director