

Title VI Complaint Process

Pima Association of Governments

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Title VI Complaint Process:

Any person who believes that he or she, either individually, as a member of any specific class of persons, or in connection with any minority contractor, has been subjected to discrimination prohibited by Title VI of Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987 may file a complaint. The complaint must be based on unequal treatment related to race, color, national origin, gender, age and/or disability, or noncompliance with Title VI rules or guidelines adopted there under.

The Arizona Department of Transportation (DOT) has the principal responsibility for processing, investigating and resolving any complaint arising as a result of operations of its subrecipients such as PAG. PAG will be responsible for processing, investigating and resolving complaints of discrimination by its member agencies. PAG contact information is as follows:

John Liosatos
PAG's Title VI Coordinator
Pima Association of Governments
1 E. Broadway, Suite 401
Tucson, AZ 85701
Telephone (520) 792-1093, Fax (520) 620-6981

The complaint process will follow the ADOT procedures. Complaints received by PAG will be forwarded to the ADOT Civil Rights Office. Complaints also may be sent directly to ADOT but they must be filed in writing to:

ADOT Civil Rights Office (CRO)
1135 N. 22nd Ave., 2nd floor mail drop 154A
Phoenix, AZ 85009
(602) 712-7716

A formal complaint must be filed within 180 calendar days of the alleged act of discrimination or of the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct. This timeframe is prescribed by 49 CFR 21.11(b).

The complaint must meet the following requirements:

- a. Complaint shall be in writing and signed by the complainant(s) and must include complainant(s)' name, address and phone number. PAG's Title VI liaison, John Liosatos, will assist the complainant with documenting the issues if necessary.
- b. Present date of the alleged act of discrimination; date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct.
- c. Present a detailed description of the issues including names and job titles of those individuals perceived as parties in the complained-of-incident.
- d. Allegations received by fax or email will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for PAG to be able to process it.
- e. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return to PAG for processing.
- f. PAG will submit the complaint to ADOT's Civil Rights Office (CRO). Within 60 calendar days of the acceptance of the complaint, the ADOT investigator will prepare a draft investigative report for the review of the ADOT CRO Deputy Administrator. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
- g. ADOT's final investigative report with the preliminary findings and a copy of the complaint will be forwarded by certified mail to either FHWA (Arizona Division office Civil Rights Specialist), FTA or FAA, or NHTSA as required by law.