

## FHWA TITLE VI COMPLAINT DISPOSITION PROCEDURES

Who can file? Any person who believes they—or with a specific class of persons—were subjected to discrimination on the basis of race, color, or national origin or other related nondiscrimination statutes in the programs and activities of a Federal-aid Recipient may file a Title VI complaint.

Where can one file? Complaints may be filed with CTDOT, FHWA Division Offices, the FHWA Headquarters Office of Civil Rights, the United States Department of Transportation (USDOT) Departmental Office of Civil Rights, or the U.S. Department of Justice.

When must one file? According to U.S. DOT regulations, 49 CFR § 21.11(b), a complaint must be filed not later than 180 days after the date of the last instance of alleged discrimination, unless the time for filing is extended by the investigating agency.

What should a complaint look like? Complaints should be in writing, signed and filed by mail, in person, or by e-mail. However, the complainant may call the agency and provide the allegations by telephone, and the agency will transcribe the allegations of the complaint as provided over the telephone, read the complaint back to the complainant over the telephone and send the written complaint to the complainant for confirmation or correction and signature. A complaint should contain at a minimum the following information:

- Contact information for the complainant;
- The basis of the complaint (race, color, national origin or other nondiscrimination statutes)
- A written explanation of what happened;
- The identification of the specific agency/organization and/or the person or persons alleged to have discriminated against you;
- Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal financial assistance; and
- The date(s) of the alleged discriminatory act(s). The complaint should indicate if the alleged discrimination is ongoing.

How are FHWA complaints routed? FHWA is responsible for all decisions regarding whether a FHWA complaint should be accepted, dismissed, or referred to another agency.

With this understanding, complaints should be routed in the following ways:

- All complaints filed with CTDOT will be routed to the FHWA Division Office for processing. FHWA is responsible for all determinations regarding whether to accept, dismiss, or transfer Title VI complaints filed against State DOTs or Sub recipients of Federal financial assistance.
- Complaints filed with sub recipients of Federal aid should be forwarded from the initial receiving agency to CTDOT. CTDOT will then forward the complaint to the FHWA Division Office. For example, if a complaint is filed with an LPA that is receiving FHWA funds, the LPA should forward the complaint to CTDOT, who will then forward the complaint to the FHWA Division Office.

CTDOT will log all complaints received. When FHWA makes their determination on whether to accept, dismiss, or transfer a complaint, FHWA will notify the complainant, CTDOT, and the sub recipient (where applicable) of their decision.

Title VI complaints may be mailed to:

**Connecticut Department of Transportation  
Office of Contract Compliance  
Attention: Title VI Coordinator  
2800 Berlin Turnpike  
Newington, CT 06111**

and/or

**Federal Highway Administration Connecticut Division Office  
Attention: Civil Rights Specialist  
628 Hebron Avenue, #303  
Newington, CT 06033**

and/or

**Federal Highway Administration Headquarters  
Office of Civil Rights  
1200 New Jersey Avenue, SE HCR-40, Room E81-101  
Washington, DC 20590**

Additionally, complaints may be filed the U.S. Department of Justice at:  
**Federal Coordination and Compliance Section - NWB Civil Rights Division  
U.S. Department of Justice  
950 Pennsylvania Avenue, N.W. Washington, D.C. 20530**

What are the potential outcomes when processing a complaint? There are four potential outcomes:

- To Accept - if a complaint is timely filed, contains sufficient information to support a claim of discrimination, and concerns matters under FHWA's jurisdiction, then FHWA will send to the complainant and the respondent agency a written notice that it has accepted the complaint for investigation.
- Preliminary review - if it is unclear whether the complaint allegations are sufficient to support a claim of discrimination, then FHWA may (1) dismiss it or (2) engage in a preliminary review to acquire additional information from the complainant and/or respondent before deciding whether to accept, dismiss, or refer the complaint.
- Procedural Dismissal - if a complaint is not filed timely (see Question 2c, above), is not in writing and signed, or features other procedural/practical defects, then FHWA will send the complainant and the respondent a written notice that it is dismissing the complaint.
- Referral\Dismissal - if the complaint is procedurally sufficient but FHWA (1) lacks jurisdiction over the subject matter or (2) lacks jurisdiction over the respondent entity, then FHWA will either dismiss the complaint or refer it to another agency that does have jurisdiction. If FHWA dismisses the complaint, it will send the complainant and the respondent a copy of the written

dismissal notice. For referrals, FHWA will send a written referral notice with a copy of the complaint to the proper Federal agency and a copy to the USDOT Departmental Office of Civil Rights.

FHWA is responsible for conducting all investigations of CTDOT and other FHWA primary Recipients. In the case of a complaint filed against a CTDOT sub recipient, either FHWA may conduct the investigation itself, or it may delegate the investigation to the CTDOT. If FHWA chooses to delegate the investigation of a sub recipient they will communicate its acceptance of the complaint to the complainant and respondent, but the CTDOT will conduct all data requests, interviews, and analysis. CTDOT will then create a Report of Investigation (ROI), which it will send to FHWA. Finally, FHWA will review the ROI and compose a Letter of Finding based on the ROI. All Letters of finding issued by FHWA are administratively final.

What are the timeframes for investigations? For FHWA, there is no regulatory timeframe for completing investigations. However, FHWA strives to complete all tasks within 180 days from the date of acceptance. When CTDOT has been delegated an investigation from FHWA, 23 CFR §200.9(b)(3) provides that CTDOT must complete investigations within 60 days of receipt (meaning the date it receives the delegated complaint from FHWA).

Investigation files are confidential and will be treated as confidential by CTDOT. The contents of such files will only be disclosed to appropriate CTDOT personnel and federal authorities in accordance with Federal and State laws. CTDOT will retain files in accordance with records retention schedules and all Federal guidelines.

يصف هذا المستند عملية الشكاوى التي تستخدمها وزارة النقل في ولاية كونيتيكت (CTDOT) للتحقيق في شكاوى التمييز المقدمة بموجب الباب السادس من قانون الحقوق المدنية لعام 1964. يمكن تقديم شكاوى الباب السادس من قبل أي فرد أو جماعة تعتقد أنهم تعرضوا للتمييز على أساس العرق أو اللون أو الأصل القومي، فيما يخص برامج وأنشطة وفوائد CTDOT. للمساعدة في ترجمة هذا المستند، يُرجى الاتصال بخط المساعدة اللغوية الخاص بـ CTDOT على 594-2109 (860).

Esse documento descreve o processo de denúncia usado pelo Departamento de Transportes de Connecticut (*Connecticut Department of Transportation - CTDOT*) para investigar denúncias de discriminação apresentadas conforme o Título VI da Lei de Direitos Civis de 1964. As denúncias do título VI podem ser ajuizadas por qualquer pessoa ou grupo que acreditem terem sido submetidos a discriminação com base em sua raça, cor ou origem relacionada aos programas, atividades e benefícios do CTDOT. Para ajuda na tradução deste documento, por favor ligue para o telefone de assistência à idiomas do CTDOT: (860) 594-2109.

Dokiman sa a bay detay sou pwosesis pote plent Depatman Transpò Connecticut la (Connecticut Department of Transportation, CTDOT) itilize pou fè ankèt sou plent yo depoze pou diskriminasyon ki konfòm ak Atik VI (Atik 6) nan lwa sou Dwa Sivil lane 1964 la. Nenpòt moun oswa gwoup ki kwè yo te sibi diskriminasyon ki baze sou ras yo, koulè po yo, oswa peyi kote yo sòti, konsènan pwogram, aktivite, ak avantaj CTDOT yo kapab depoze plent ki konfòm ak atik VI (Atik 6) la. Pou jwenn èd nan tradui dokiman sila a, tanpri rele liy telefòn asistans lang CTDOT an nan (860) 594-2109.

Il presente documento descrive il processo di reclamo utilizzato dal Dipartimento dei Trasporti del Connecticut (CTDOT) per indagare sulle denunce di discriminazione presentate ai sensi del Titolo VI del Civil Rights Act [Legge sui Diritti Civili] del 1964. Le denunce ai sensi del Titolo VI possono essere presentate da qualsiasi individuo o gruppo che ritenga di essere stato sottoposto a una discriminazione basata sulla razza, colore o nazionalità, in relazione a programmi, attività e benefici del CTDOT. Per assistenza nella traduzione di questo documento, contattare l'assistenza linguistica del CTDOT al numero (860) 594-2109.

Ten dokument opisuje proces wnoszenia skarg stosowany przez Departament Transportu Stanu Connecticut (CTDOT) w celu badania skarg dotyczących dyskryminacji wnoszonych na podstawie Tytułu VI Ustawy o Prawach Obywatelskich z 1964 roku. Skargi na podstawie Tytułu VI może wnosić każda osoba lub grupa osób, która uważa, że została poddana dyskryminacji ze względu na rasę, kolor skóry lub narodowość w związku z programami, działalnością oraz świadczeniami CTDOT. Pomoc przy tłumaczeniu tego dokumentu można uzyskać dzwoniąc na infolinię językową CTDOT pod numerem (860) 594-2109.

В данном документе приводится описание процесса рассмотрения Министерством транспорта Коннектикута (CTDOT) жалоб и обращений о дискриминации, поданных в соответствии с Разделом VI закона "О гражданских правах", 1964г. Жалобы в соответствии с Разделом VI могут быть поданы каким-либо лицом или группой, которые предполагают, что они подверглись дискриминации по признаку расы, цвета кожи или национального происхождения в связи с программами, мероприятиями и льготами Министерства транспорта Коннектикута. Чтобы получить помощь в переводе данного документа, позвоните в службу языковой поддержки Министерства транспорта Коннектикута по телефону: (860) 594-2109.

本文件说明康涅狄格州交通部 (CTDOT) 针对根据1964年《民权法案》第六章提出的歧视投诉所采取的调查程序。Title VI 投诉表可由认为其在CTDOT相关项目、活动和福利方面因种族、肤色或国籍而遭到歧视的任何个人或团队提交。如需协助翻译本文件，请拨打 CTDOT 语言协助热线：(860) 594-2109。

Tài liệu này mô tả quy trình khiếu nại được Sở Giao thông Vận tải Connecticut (CTDOT) sử dụng để điều tra các khiếu nại phân biệt đối xử được gửi đến theo Tiêu đề VI của Đạo luật Quyền Dân sự năm 1964. Bất kỳ cá nhân hoặc nhóm nào cho rằng họ đã bị phân biệt đối xử dựa trên chủng tộc, màu da hoặc nguồn gốc quốc gia của họ, liên quan đến các chương trình, hoạt động và phúc lợi của CTDOT, đều có thể gửi đơn khiếu nại theo Tiêu đề VI. Để được hỗ trợ cho việc dịch tài liệu này, vui lòng gọi cho đường dây trợ giúp ngôn ngữ của CTDOT theo số (860) 594-2109.