

Procedure	Last Update:
Title VI Complaint Procedure	September 2021

References: County Policy Manual- Americans with Disabilities Act

Purpose: To provide for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title VI of the Civil Rights Act.

A. Definitions

1. Discrimination: Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity.
2. Harassment: Harassment includes a wide range of abusive and humiliating verbal or physical behaviors.
3. Retaliation: Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated in a discrimination investigation.

B. Applicability

1. Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities that receive Federal financial assistance (See 23 CFR Part 200 and 49 CFR Part 21).

C. Complaints

1. Complaints should be filed in writing and signed.
 - a. Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact Stephanie Speer at 303-271-8439.
 - b. Complaints should be addressed to Jefferson County's Title VI Coordinator:

Stephanie Speer
 Compliance Manager
 Safety & Compliance Division
 700 Jefferson County Parkway, Suite 220
 Golden CO 80401

2. Content
 - a. Complainants are encouraged, but not required, to use the complaint form below when filing a complaint with Jefferson County or CDOT. At a minimum, each complaint should contain a written explanation of the alleged discrimination, complainant's contact information, the basis of the complaint (e.g., race, color,

national origin), the names of specific individuals or agencies involved, 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 date(s) of the alleged discrimination.

3. Eligibility

- a. Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Jefferson County program or activity related to road and highway transportation programs because of their race, color, or national origin may file an FHWA Title VI complaint.

4. Timing

- a. Complaints must be filed within 180 days from the last date of the alleged discrimination unless the time for filing is extended by the processing agency.
- b. Once an FHWA Title VI complaint is received, Jefferson County will log the complaint information in its records.
- c. Jefferson County must forward any Title VI complaint related to a Federal-aid highway program to the Colorado Department of Transportation (CDOT) within three (3) business days.
- d. After forwarding the complaint to CDOT, Jefferson County will provide the complainant with the name and contact information of the CDOT employee responsible for coordinating the complaint.
- e. CDOT will then forward the Title VI complaint to the appropriate FHWA Division Office for further processing.
- f. FHWA Headquarters Office of Civil Rights (HCR) will determine whether a Title VI complaint is accepted or dismissed, as well as whether FHWA or CDOT will investigate the complaint. FHWA HCR will notify the complainant, as well as appropriate agencies, on its decision. For more information, please visit the FHWA website at https://www.fhwa.dot.gov/civilrights/programs/title_vi/titleviqa.cfm.

5. Other Agencies

- a. Complaints may also be filed directly with the following agencies:
- b. Colorado Department of Transportation
Civil Rights & Business Resource Center
2829 W. Howard Place, Suite 139
Denver, CO 80204
dot_civilrights@state.co.us
Phone: (800) 925-3427
Fax: (303) 952-7088
- c. Federal Highway Administration, Colorado Division
12300 West Dakota Avenue, Suite 180
Lakewood, Colorado 80228
Phone: (720) 963-3000
Fax: (720) 963-3001

- d. Federal Highway Administration
U.S. Department of Transportation Office of Civil Rights
1200 New Jersey Avenue, SE
8th Floor E81-105
Washington, DC 20590
Civilrights.fhwa@dot.gov
Phone: (202) 366-0693
Fax: (202) 366-1599

Complainants are encouraged, but not required, to use the following complaint form when filing a complaint with Jefferson County or CDOT. At a minimum, each complaint should contain a written explanation of the alleged discrimination, complainant's contact information, the basis of the complaint (e.g., race, color, national origin), the names of specific individuals or agencies involved, 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 date(s) of the alleged discrimination.

FHWA Title VI Complaint Form

Contact information of person completing this complaint:

Name _____
Address _____ City _____ Zip _____
Phone: _____
Email: _____

Basis of Complaint (circle all that apply):

Race
Color
National Origin

Who discriminated against you?

Name _____
Name of Organization _____
Address _____ City _____ Zip _____
Phone _____

How were you discriminated against? (Please provide specific details - attach additional pages if more space is needed)

Where did the discrimination occur?

Dates and times discrimination occurred?

Were there any other witnesses to the discrimination?

Name	Organization/Title	Work Telephone	Home Telephone

How would you like to see this situation resolved?

Have you filed your complaint, grievance, or lawsuit with any other agency or court?

Who _____ When _____
Status (pending, resolved, etc.) _____ Result, if known _____
Complaint number, if known _____

Do you have an attorney in this matter?

Name _____ Phone _____
Address _____ City _____ Zip _____

Signed: _____ Date: _____