

Lehigh Valley Transportation Study

Title VI Complaint Procedures

Purpose:

The Title VI Complaint Procedures, adopted by the Lehigh Valley Transportation Study (LVTS), the Metropolitan Planning Organization (MPO) for the Lehigh Valley, are written to specify the process employed by LVTS to investigate complaints, while ensuring due process for Complainants and Respondents. The process does not preclude LVTS from attempting to informally resolve complaints.

This procedure applies to all external complaints relating to any program or activity administered by LVTS and/or its subrecipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantage Business Enterprise and Equal Employment Opportunity components), as well as other related laws that prohibit discrimination on the basis of race, color, disability, sex, age, low income, nationality or Limited English Proficiency. Additional statutes include, but not limited to, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disability Act of 1990.

These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the Complainant. Intimidation or retaliation of any kind is prohibited by law.

Process:

An individual, or his or her representative, who believes that he or she has been subject to discrimination or retaliation prohibited by Title VI and other nondiscrimination provisions, has the right to file a complaint. Complaints need to be filed within 180 calendar days of alleged occurrence, when the alleged discrimination became known to the Complainant, or when there has been a continuing course of conduct, the date on which the conduct was discontinued or latest instance of the conduct.

Complaints may be mailed to:

Chair
Lehigh Valley Transportation Study
961 Marcon Blvd., Suite 310
Allentown, PA 18109

Title VI Coordinator
Bureau of Equal Opportunity
Pennsylvania Department of Transportation
PO Box 3251
Harrisburg, Pennsylvania 17105-1720

Equal Opportunity Specialist
U.S. Department of Transportation
Federal Highway Administration
228 Walnut Street; Room 508
Harrisburg, Pa. 17105-1720

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, N.W.
Office of the Assistant Attorney General, Main
Washington, D.C. 20530

Civil Rights Officer
U.S. Department of Transportation
Federal Transit Administration
1760 Market St
Suite 500
Philadelphia, PA 19103-4124

Complaints shall be in writing and signed by the Complainant(s). If complaints are received by telephone or in person, the Title VI Compliance Manager or other authorized representative shall formally interview the person to provide the basis for the written complaint. If necessary, the authorized person will assist the Complainant in writing the complaint. The written complaint must include the following information:

Name, address and telephone number of Complainant

Basis of the complaint (e.g., Race, Color, National Origin, Sex, Age, Disability or Retaliation)

A detailed description of the circumstances of the incident that lead the Complainant to believe discrimination occurred.

Names, addresses and phone numbers of people who may have knowledge of the alleged incident or are perceived as parties in the complained-of incident.

Date or dates on which the alleged discrimination occurred.

Other agencies where the complaint was filed.

As an investigation moves forward, additional information may be required.

If LVTS receives a complaint, the MPO will acknowledge receipt of the complaint by notifying the Complainant within 15 days after receipt and immediately transmitting the complaint to the proper state and federal agency (e.g. Federal Highway Administration, Federal Transit Administration, and PennDOT) for investigation and disposition pursuant to that agency's Title VI complaint procedures. Results of that investigation and disposition will be made to the complainant within 60 days of receipt of complaint.

The LVTS Title VI Compliance Manager will maintain a log of all complaints received by the MPO.

**LEHIGH VALLEY TRANSPORTATION STUDY
TITLE VI COMPLAINT FORM**

Please Print All Information Below

Complaint Name:

Name of Individual assisting Complainant:

_____ / _____

Complaint Address:

Assisting Individual Address

Complaint Phone #

Assisting Individual Phone # {Home or Cell}

Basis of Complaint: (e.g., Race, Color, National Origin, Sex, Age, Disability, Retaliation)

Date(s) of alleged discrimination:

Please provide a detailed description of the circumstances of the incident(s), including any additional information supporting your complaint (please use additional pages as necessary):

Please provide the name(s), title and address of the person who discriminated against the Complainant.

Please provide, if applicable, names and contact information of people who may have knowledge of the alleged incident(s) or are perceived as parties in the complained-of incident(s):

Please list any other agency where complaint has been filed:

Complaint Signature:

Date:

Next Action: