

Title VI Complaint Procedure

Scope of Title VI Complaints

No person or groups of persons shall, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by the MIC and its contractors on the grounds of race, color, national origin, sex, age, disability, or income status.

The scope of Title VI covers all internal and external activities of the MIC.

The following types of actions are prohibited under Title VI protections (See 49 C.F.R. 21.5):

- Excluding individuals or groups from participation in programs or activities
- Denying program services or benefits to individuals or groups
- Providing a different service or benefit or providing them in a manner different from what is provided to others
- Denying an opportunity to participate as a member of a planning, advisory or similar body that is an integral part of the program

How to File a Formal Title VI Complaint

Any person(s) or organization(s) believing they have been discriminated against on the basis of the protected classes state above by the MIC or its contractors may file a Title VI complaint.

Discrimination complaints **must be received no more than 180 days after the alleged incident** unless the time for filing is extended by the processing agency.

Complaints should be in writing and signed and may be filed by mail, fax, in person, or e-mail. A complaint should contain the following information:

- A written explanation of the alleged discriminatory actions;
- The complainant's contact information, including, if available: full name, postal address, phone number, and email address;
- The basis of the complaint (e.g., race, color, national origin, etc.);
- The names of specific persons and respondents (e.g., agencies/organizations) alleged to have discriminated;
- 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) and whether the alleged discrimination is ongoing.

Complainants are encouraged to submit complaints directly to MnDOT via its online complaint form available here: <http://www.dot.state.mn.us/civilrights/titlevi-complaint.html>. Complaints can also be filed by

completing and submitting the MIC's Title VI Complaint Form available at [insert Appendix or other location] or by sending an email or letter with the necessary information to MIC at:

City of Greenfield, CA, Attn: Jamie Tugel, PW Director, 599 El Camino Real, Greenfield, Ca 93927, Phone: 831-674-5591, Jtugel@ci.greenfield.ca.us

The complaint form is also available in hard copy at the City Hall, City of Greenfield, CA. Language assistance is available for limited English proficient individuals. The City has hard copy complaint forms available in [Spanish, and English](#).

If necessary, the complainant may call The City at the phone number above and provide the allegations by telephone. The City will transcribe the allegations of the complaint as provided over the telephone and send a written complaint to the complainant for correction and signature.

Complaints can also be filed directly with the following agencies:

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

After submitting a complaint, the complainant will receive a correspondence informing them of the status of the complaint within ten (10) business days of the MIC or other agency receiving the complaint.

Complaints received by the MIC 's Title VI Coordinator are forwarded to the FHWA Headquarters Office of Civil Rights (HCR).

FHWA HCR is responsible for all determinations regarding whether to accept, dismiss, or transfer Title VI complaints. There are four potential outcomes for processing complaints:

- *Accept:* if a complaint is timely filed, contains sufficient information to support a claim under Title VI, and concerns matters under the FHWA's jurisdiction, then HCR will send to the complainant, the respondent agency, and the FHWA Minnesota Division Office 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 under Title VI, then HCR 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 timely filed, is not in writing and signed, or features other procedural/practical defects, then HCR will send the complainant, respondent, and FHWA Minnesota Division Office 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 HCR will either dismiss the complaint or refer it to another agency that does have jurisdiction. If HCR dismisses the complaint, it will send the complainant, respondent, and FHWA Division Office 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.

Complaints are not investigated by the MIC. FHWA HCR is responsible for investigating all complaints. FHWA HCR may also delegate the investigation to MnDOT OCR, who would then conduct all data requests, interviews, and analysis and create a Report of Investigation (ROI). MnDOT OCR will have sixty (60) business days from the date the investigation is delegated to prepare the ROI and send it to HCR. HCR will review the ROI and compose a Letter of Finding based on the ROI.

For further information about the FHWA investigation process and potential complaint outcomes, please visit the [Questions and Answers for Complaints Alleging Violations of Title VI of the Civil Rights Act of 1964](#).

Title VI Complaint Recordkeeping

All recipients of federal financial assistance are required to maintain a list of any complaints alleging discrimination on the basis of race, color, or national origin.

In order to comply with federal requirements, the MIC maintains a Complaint Log (Appendix C) in case a complaint arises. To view a copy of the MIC 's Complaint Log please see Appendix C.

As of December 2021, there have been no Title VI investigations, complaints, or lawsuits filed with the MIC.

City of Greenfield, CA Title VI Complaint Log

Name of Complainant First Name, Last Name Address Phone Email	Date Received		Basis of Complaint (race, sex, color, age, national origin, disability, limited English proficiency, income status, other)	Additional Information regarding complaint	MPO Response		
	Year	Month/Day			Action	Status (Active, pending comment, closed)	Date Complaint Closed

As of December 2022, no discrimination complaints have been received.