

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 Title VI complaint. The complaint must be unequal treatment because of race, color, or national origin, or noncompliance with Title VI rules or guidelines adopted there under.

PCDOT will maintain a Title VI complaint log and provide a Title VI Complaint Form at public meetings, and on the PCDOT website as well as at PCDOT main office locations. Designated PCDOT staff will be trained on the federal Title VI requirements and how to assist any member of the public who would like to file a Title VI Complaint.

The Title VI complaint process described below applies to PCDOT and its programs, as well to consultants and contractors funded by PCDOT.

The Arizona Department of Transportation (ADOT) has the principal responsibility for processing any complaint arising as a result of operations of its sub-recipients such as PCDOT on FHWA funded programs. PCDOT will be responsible for processing, investigating, and resolving complaints of discrimination within our contractors and vendors and any non-FHWA Funded program. The PCDOT Title VI Coordinator contact information is as follows:

Katrina Noble
PCDOT Title VI Coordinator
201 North Stone Avenue – 4th Floor
Tucson, AZ 85701
Telephone: (520) 724-6410
katrina.noble@pima.gov

The complaint process will follow the ADOT procedures. Complaints received by PCDOT on FHWA funded programs will be forwarded to the ADOT Civil Rights Office within 72 hours. Complaints also may be sent directly to ADOT but they must be filed in writing to:

ADOT Civil Rights Office
206 S. 17th Avenue, Mail Drop 155-A
Phoenix, AZ 85007
(602) 712-8946
(602) 239-6257 fax

FHWA Title VI Complaint Procedures

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 as they relate to any Federal Highway Administration program or activity administered by the Department, its subrecipients, consultants and

contractors. In addition to these procedures, complainants reserve the right to file formal complaints with other state or federal agencies or take legal action for complaints alleging discrimination.

Required procedures for FHWA Title VI Complaints filed against the Department, the Department's subrecipients, contractors or consultants:

1. Any person, specific class of persons or entity that believes they have been subjected to discrimination on an FHWA-related activity or program as prohibited by the legal provisions of Title VI on the basis of race, color, national origin, can file a formal complaint with the Department. A copy of the Complaint Form may be accessed electronically at: <http://webcms.pima.gov/government/transportation/>, Civil Rights Tab.
2. The complaint must be filed within 180 days of the alleged discrimination, and include the date the alleged discrimination became known to the complainant or the last date of the incident.
3. Complaints should be in writing, signed, and may be filed by mail, fax, in person, or email. However, the complainant may call the Department and provide the allegations by telephone for transcription. Once transcribed the Department will send the written complaint to the complainant for correction and signature.
4. A complaint should contain at least the following information:
 - a. A written explanation of what has happened;
 - b. A way to contact the complainant;
 - c. The basis of the complaint (e.g., race, color, national origin);
 - d. The identification of a specific person/people and the respondent (e.g., agency/organization) alleged to have discriminated;
 - e. Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal Highway Administration financial assistance; and is a consultant, contractor or subrecipient of the Department and
 - f. The date(s) of the alleged discriminatory act(s).
5. Upon receipt of a completed complaint, the Department will forward all FHWA Title VI complaints to Arizona Department of Transportation (ADOT) Civil Rights Office (CRO) within 72 hours.
6. ADOT CRO will forward all FHWA Title VI complaints to the FHWA Division Office.
7. All Title VI complaints received by the FHWA Division Office will be forwarded to the FHWA Office of Civil Rights for processing and potential investigation.

8. If the FHWA Office of Civil Rights determines a Title VI complaint against a subrecipient can be investigated by ADOT CRO, the FHWA Office of Civil Rights may delegate the task of investigating the complaint to ADOT CRO. ADOT CRO will conduct the investigation and forward the Report of Investigation to the FHWA Office of Civil Rights for review and final disposition.

9. The disposition of all Title VI complaints will be undertaken by the FHWA Office of Civil Rights, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to the FHWA Division Office.

10. The complainant may also file a discrimination related complaint on an FHWA program or activity directly with ADOT or with the Federal Highway Administration by contacting the agencies at:

ADOT Civil Rights Office
206 S. 17th Avenue, Mail Drop 155A
Phoenix, AZ 85007
Email: civilrightsoffice@azdot.gov
602.712.8946
602.239.6257 FAX

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
202-366-0693
202-366-1599 FAX