

## **TITLE VI COMPLAINT PROCEDURES**

Any individual, group of individuals or entity that believes they have been subjected to discrimination by NNMD on the basis of race, color, national origin, or disability, as prohibited by Title VI nondiscrimination provisions, may file a written complaint. A formal complaint must be filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant. The complainant must meet the following requirements:

- a. Submit the complaint in writing and signed by the complainant(s).
- b. Present the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
- c. Present a detailed description of the issues including name(s) and job(s).

NNMD will provide assistance via phone, email, fax, and/or in person, if requested. Allegations received by fax or email will be acknowledged and processed, but a signed, original copy of the complaint with the identity(ies) of the complainant(s) and the intent is required to be mailed to NNMD to be able to process it. Allegations received by telephone will be put into writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to NNMD for processing.

NNMD will process all complaints that are completed and submitted in a timely manner. Once the complaint is received, NNMD will review it to determine if NNMD has jurisdiction. Complaints will be reviewed for:

- a. Allegations involving discrimination based on race, color, national origin, or disability;
- b. Allegations involving a program or activity of a federal funding recipient, sub-recipient, or contractor;
- c. The complainant(s) acceptance of reasonable resolution based on NNMD's administrative authority.

A complaint may be dismissed if the Complainant requests the withdrawal of the complaint; fails to respond to repeated requests for additional information needed to process complaint; and/or cannot be located after reasonable attempts.

NNMD has authority for accepting complaints for investigation. Complainants may also file complaints with TxDOT or the Federal Transit Administration within 180 days of the alleged offense. If you would like to file with TxDOT, please send a written complaint to TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. If you would like to file with FTA, please send a written complaint to Federal Transit Administration,

Office of Civil Rights, Attention: Complaint Team, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

Once NNMD decides to proceed with the investigation, the complainant will be notified in writing of the determination within ten (10) calendar days. The complaint will receive a case number and then be logged into NNMD's records identifying its basis (race, color, national origin, or disability) and alleged harm.

In cases where NNMD assumes investigation of the complaint, NNMD will provide the individual(s) identified in the complaint with the opportunity to respond to the allegations in writing. The identified individual(s) will have ten (10) calendar days from the date of NNMD's written notification of acceptance of the complaint to furnish his/her response to the allegations.

Within 40 calendar days of the acceptance of the complaint, NNMD will prepare an investigative report for the NNMD Executive Director. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. The NNMD Executive Director will have ten (10) calendar days to review and provide comments.

NNMD will address any comments to the preliminary investigative report, and its findings will be forwarded to NNMD's legal staff for review. The legal staff will review the report and associated documentation and will provide input within ten (10) calendar days. There will be a period of ten (10) calendar days for the legal staff to discuss the report and any recommendations with the Civil Rights Coordinator, and have the Civil Rights Coordinator address any modifications as needed.

NNMD's final investigative report and a copy of the complaint will be forwarded to FTA within 60 calendar days of the acceptance of the complaint. NNMD will notify the parties of its findings.