

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Eastern Shore MPO may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The MPO investigates complaints received no more than 180 days after the alleged incident. The MPO will process complaints that are complete.

All complaints related to the Federal-Aid Highway Program (FAHP) will be forwarded to the Alabama Department of Transportation (ALDOT) Compliance and Business Opportunities Bureau for determination of jurisdiction. Following the determination of jurisdiction, the complaint will be investigated by either ALDOT Compliance and Business Opportunities Bureau or the Federal Highway Administration's (FHWA) Office of Civil Rights.

If the complaint does not relate to the FAHP, the complainant will receive an acknowledgement letter from the MPO stating the complaint will be investigated by our office. The MPO has 15 business days to investigate the complaint. If more information is needed to resolve the case, the MPO may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the MPO can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

In a situation where the complainant is unable or incapable of providing a written complaint, a verbal complaint of discrimination may be made to the MPO. Under these circumstances, the complainant will be interviewed and the MPO will assist the complainant in converting the verbal allegations to a formal, written complaint.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

If the complainant is not satisfied with actions taken locally or if they demand further action, these unresolved complaints will be referred to: Alabama Department of Transportation Compliance and Business Opportunities Bureau, 1409 Coliseum Boulevard, Montgomery, Alabama 36110 or through e-mail at TitleVI@dot.state.al.us.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, please contact 251-990-4640
Si se necesita información en otro idioma, póngase en contacto 251-990-4640