

Appendix 6

DVRPC Complaint Procedures & Complaint Form

Purpose

The DVRPC Title VI Complaint Procedure is written to specify the process employed by DVRPC to investigate complaints, while ensuring due process for Complainants and respondents. The process does not preclude DVRPC from attempting to informally resolve complaints.

This procedure applies to all external complaints relating to any program or activity administered by DVRPC and/or its subrecipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 (including its Disadvantaged 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, national origin or Limited English Proficiency. Additional statutes

include, but are not limited to, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disabilities 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 a right to file a complaint. Complaints need to be filed within 180 calendar days of the 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 the latest instance of the conduct.

Complaints may be mailed to:

Title VI Compliance Manager

Delaware Valley Regional
Planning Commission

190 North Independence Mall West, 8th Fl.
Philadelphia, Pennsylvania 19106-1520

Title VI Coordinator

Bureau of Equal Opportunity
Pennsylvania Department of Transportation
PO Box 3251
Harrisburg, Pennsylvania 17105-3251

Title VI/ Environmental Justice Coordinator

Division of Civil Rights
and Affirmative Action
New Jersey Department of Transportation
1035 Parkway Avenue
Trenton, New Jersey 08618

Equal Opportunity Specialist

U.S. Department of Transportation
Federal Highway Administration
840 Bear Tavern Road, Suite 310
West Trenton, New Jersey 08628

Equal Opportunity Specialist

U.S. Department of Transportation
Federal Highway Administration
228 Walnut Street; Room 508
Harrisburg, Pennsylvania 17101-1720

Civil Rights Officer

U.S. Department of Transportation
Federal Transit Administration
Region II
One Bowling Green, Room 429
New York, New York 10004

Civil Rights Officer

U.S. Department of Transportation
Federal Transit Administration
Region III
1760 Market Street, Suite 500
Philadelphia, Pennsylvania 19103

Title VI Coordinator

Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Mail Stop 0800
Washington, DC 20520

Title VI Coordinator

Office of Civil Rights
Federal Aviation Administration
800 Independence Avenue, SW
Washington, DC 20591

Title VI Coordinator

Office of Civil Rights
U.S. Environmental Protection Agency
Mail Code 1201A
1200 Pennsylvania Avenue, NW
Washington, DC 20460

If necessary, an authorized person will assist the Complainant in writing the complaint. The written complaint must include the following information:

- Name, address and telephone number of the Complainant.
- Basis of the complaint, (e.g. Race, Color, National Origin, Sex, Age, Disability, Retaliation).
- A detailed description of the circumstances of the incident that led the Complainant to believe discrimination occurred.
- Name(s), title, and address of the person who discriminated against the Complainant.
- Names, address 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 DVRPC receives a complaint, the Commission will acknowledge receipt of the complaint by notifying the Complainant and immediately transmitting the complaint to the proper state and federal agency (e.g. Federal Highway Administration, Federal Transit Administration, PennDOT) for investigation and disposition pursuant to that agency's Title VI complaint procedures.

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

The Title VI Complaint process and form can be viewed on DVRPC's website, www.dvrpc.org.

**Delaware Valley Regional
Planning Commission**

**Title VI
Discrimination
Complaint
Form**

Name _____

Address

Telephone _____

*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 allegedly discriminated
against the Complainant:*

*If complaint has also been filed with a state
or federal agency, please list:*

Signed

Date