

Bend MPO Title VI Complaint Procedure

Informal Complaint:

Every effort will be made to obtain early resolution of informal complaints at the lowest level possible. **Informal complaints are those that have not been submitted or acknowledged in writing.** The option exists for informal mediation meeting(s) between the affected parties and the Bend MPO Title VI Coordinator and the Bend MPO Manager. The Title VI Coordinator and MPO Manager will make every effort to pursue a resolution to informal complaints.

Formal Complaint: (in compliance with 23 CFR 200.9(b)(3))

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a formal complaint (written) with the Bend MPO Title VI Coordinator. A formal complaint must be submitted within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. A formal complaint must meet the following requirements:
 - Complaint shall be in writing and signed by the complainant(s).
 - Include the date of the alleged act of discrimination.
 - Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the incident.
 - Allegations received by e-mail will be acknowledged and processed once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. ***The complainant is required to provide a signed, original copy of the e-mail transmittal for the Bend MPO to be able to process it.***
 - Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing.
2. Complaints may be submitted to Andrea Napoli, Bend MPO Senior Planner & Title VI Coordinator, through the following methods:
 - By Email: anapoli@bendoregon.gov
 - By Mail: Andrea Napoli, Senior Planner & Title VI Coordinator
Bend MPO
709 NW Wall Street, Suite 102
Bend, OR 97703
 - By Phone: 541-323-8545
3. Upon receipt of the formal complaint, the Title VI Coordinator will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. All formal complaints will be referred to the Oregon

Department of Transportation's (ODOT) Office of Civil Rights, for proper disposition pursuant to their procedures.

4. In order to be accepted, a formal complaint must meet the following criteria:
 - a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
 - b. The allegation(s) must involve a protected class (e.g. race, color, national origin).
 - c. The allegation(s) must involve a program or activity of a Federal-aid recipient, subrecipient, or contractor.
 - d. The complainant(s) allegation must be detailed to specify all issues and circumstances of the alleged discrimination.

5. A formal complaint shall be investigated unless:
 - e. The complainant requests the withdrawal of the complaint.
 - f. The complainant fails to respond to repeated requests for additional information needed to process the complaint.
 - g. The complainant cannot be located after reasonable attempts.

6. Contact information for the state and federal Title VI administrative jurisdiction is as follows:

Oregon Department of Transportation

Mail: Office of Civil Rights Oregon Department of Transportation
Attn. David Morrissey, Office of Civil Rights Manager
3930 Fairview Industrial Drive SE
Salem, Oregon 97302

Phone: 503-986-4353

Email: David.N.Morrissey@odot.state.or.us

Federal Highway Administration Office of Civil Rights

Mail: 1200 New Jersey Avenue, SE
8th Floor E81-314
Washington, DC 20590

Phone: 202-366-0693

Fax: 202-366-1599

TTY: 202-366-5132