



Title VI Complaint Procedure

Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color or national origin in programs and activities receiving federal assistance. As a sub-recipient of the Colorado Department of Transportation (CDOT), the Federal Highway Administration (FHWA) and the Federal Transit Administration (FTA), the Pikes Peak Area Council of Governments (PPACG) has adopted a Title VI Complaint Procedure as part of its Title VI Program.

The purpose of Title VI is to prevent the denial, reduction or delay of benefits to minority populations, to ensure full and fair participation by affected population in transportation decisions, and to ensure that policies and programs of PPACG avoid producing disproportionately negative effects on minority populations.

Filing of Complaints

Complainants, or their representative, may file a written complaint with PPACG at any time within one hundred and eighty (180) days from the date of the alleged discriminatory act. Complainants can also file a complaint directly with PPACG at 15 South 7th Street, Colorado Springs, CO 80905, by email at jlisosatos@ppacg.org, or by phone at 719-471-7080.

Individuals also have the right to file a complaint with an external entity such as CDOT, a federal or state agency, or a federal or state court. Should a complaint be filed with PPACG and an external entity simultaneously, the external complaint shall supersede the PPACG complaint and PPACG's complaint procedures will be suspended pending the external entity's findings.

Complaints shall state the name and address of the person, and if applicable, the name of the representative filing on behalf of the complainant, the name and address of the entity alleged to have committed the act of discrimination and shall set forth the particulars of that action and contain such other information as shall be required by PPACG.

All complaints will include the following information:

- Name, address, phone number, and email (if available) of the Complainant
- Name, address, phone number and relationship of representative of Complainant, (if applicable)
- Basis of complaint (i.e., race, color, national origin)

- Date of alleged discriminatory act(s)
- Date complaint received by PPACG
- A statement of the complaint, including specific details, relevant facts and documentation

Tracking System

PPACG's Title VI Administrator will maintain a Complaint Intake Log for PPACG of all complaints received establishing the race, color, or national origin or protected class of the complainant; the identity of the recipient; the nature of the complaint; the date of the investigation, lawsuit, or complaint; a summary of the allegations; the status of the investigation, lawsuit or complaint; and actions taken in response to the investigation, lawsuit or complaint. This log will be maintained electronically and in hardcopy format at PPACG offices and will be available for review. Records of the Title VI related complaints and investigations will be kept for forty eight (48) months.

Procedure of Investigation of Complaints

Within fifteen (15) days, PPACG shall confirm receipt of the complaint and inform the Complainant of the investigation process.

Within sixty (60) days, should the complaint have merit, PPACG shall commence an investigation of the allegation(s). The purpose of an investigation is to determine whether there is a reason to believe that a failure to comply with Title VI of the Civil Rights Act of 1964 has occurred. In addition, PPACG will render a recommendation for action in a report of findings or resolution. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The Complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

Within ninety (90) days, PPACG will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with CDOT's Title VI Coordinator, if they are dissatisfied with final decision rendered by PPACG.

Resolution of Complaints

If a probable cause of discriminatory practice based on race, color or national origin is found to exist, PPACG shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Action Plan shall include: a list of corrective actions accepted by the agency; a description of how the corrective action will be implemented; and a written assurance that the agency will implement the accepted corrective action in the manner discussed in the plan.

Where attempts to resolve the complaint fail, the Complainant shall be notified in writing of his or her right to submit the complaint to the FHWA or FTA as cited in FTA Circular 4702.1B.