



Indian River County Metropolitan Planning Organization (MPO) DISCRIMINATION COMPLAINT PROCEDURE

Formal Complaints

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by the Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a formal written complaint. All formal written complaints received by the MPO shall be referred immediately by the MPO's Title VI Specialist to FDOT District Four's Title VI Coordinator for processing in accordance with approved state procedures.

Informal Complaints

- 1 Oral complaints received by the MPO shall be resolved informally by the MPO's Title VI Specialist. If the allegation(s) raised is not satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the MPO's Title VI Specialist shall refer the complainant to FDOT District's Four Title VI Coordinator for processing in accordance with approved state procedures.
2. The MPO's Title VI Specialist will advise FDOT District Four's Title VI Coordinator within five (5) calendar days of receipt of an oral complaint. The following information will be included in every notification:
 - (a) Name, address, and phone number of the complainant.
 - (b) Name(s) and address(es) of the respondent(s).
 - (c) Basis of the complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation).
 - (d) Date of the alleged discriminatory act(s).
 - (e) Date the complaint was received by the MPO.

- (f) A statement of the complaint.
 - (g) Other agencies (state, local or federal) where the complaint has been made.
 - (h) An explanation of the actions the MPO has taken or proposed to resolve the allegation(s) raised in the complaint.
3. Within ten (10) calendar days, the MPO's Title VI Specialist will acknowledge receipt of the allegation(s), inform the complainant of action taken or proposed to resolve the allegation(s), and advise the complainant of other avenues of redress available, such as FDOT's Equal Opportunity Office (EOO).
 4. Within sixty (60) calendar days, the MPO's Title VI Specialist will conduct and complete a review of the allegation(s) and, based on the information obtained, will render a recommendation for action in a report of findings to the MPO chair or designee.
 5. Within ninety (90) calendar days, the MPO chair or designee 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 or her right to file a formal written complaint with FDOT's EOO if dissatisfied with the final decision reached by the MPO. The MPO's Title VI Specialist also will provide FDOT District's Four Title VI Coordinator with a copy of this decision and the report of findings.
 6. The MPO's Title VI Specialist will maintain a log of all oral complaints received by the MPO. The log will include the following information:
 - a. Name of the complainant.
 - b. Name of the respondent.
 - c. Basis of the complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation).
 - d. Date the complaint was received by the MPO.
 - e. Date the MPO notified FDOT District Four's Title VI Coordinator of the complaint.
 - f. Explanation of the actions the recipient has taken or proposed to resolve the allegation(s) raised in the complaint.