

## Title VI Complaint Procedure



### *How to file a Title VI Complaint?*

The complainant may file a signed, written complaint up to one hundred eighty (180) business days from the date of the alleged discrimination. The complaint should include the following information:

- Name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against to include the location, names and contact information of any witnesses.
- Other information that you deem significant.

The Title VI Discrimination Complaint form should be used to submit the complaint information. The complaint must be filed in writing with the Mid-Region Council of Governments (MRCOG) at the following address:

Title VI Coordinator  
Mid-Region Council of Governments  
809 Copper Avenue NW  
Albuquerque, NM 87102

MRCOG encourages all complainants to certify mail that is sent through the U.S. Postal Service to ensure that all written correspondence can be tracked easily. An original, signed copy of the complaint must be received by the Title VI Coordinator as soon as possible, but no later than one hundred eighty (180) business days from the alleged date of discrimination.

### *What happens to the complaint after it is submitted?*

All written complaints alleging discrimination based on race, color or national origin in a service or benefit provided by MRCOG will be directly addressed by the Title VI Coordinator in writing. MRCOG will provide, to the maximum extent feasible, appropriate assistance to complainants, including assistance to those persons with disabilities, or to those who are limited in their ability to communicate in English. Additionally, the MRCOG will make every effort to address all complaints in an expeditious and thorough manner as described below.

A Letter Acknowledging Receipt of Complaint will be mailed within seven (7) business days of receipt of the complaint. At this time, the Title VI Coordinator will conduct a preliminary investigation into the complaint through follow up written interviews with parties involved. Written documentation of the preliminary investigation will be maintained on file in the Title VI Coordinator's office.

MRCOG may request additional information from the complainant in a Letter Acknowledging Receipt of Complaint. A complainant's failure to provide the requested information may result in the administrative closure of the complaint and no further action will be required by MRCOG.

***How will the complainant be notified of the outcome of the complaint?***

The MRCOG will send a Written Response to the complainant as to whether or not the complaint is substantiated. MRCOG's Title VI Coordinator will make every effort to send a Written Response to the complainant within ninety (90) business days of receipt of the complaint.

In the case where the complaint is not substantiated, the complainant will be advised of his or her right to 1) appeal within seven (7) business days of receipt of the Written Response and 2) within 180 days of the alleged discrimination, file a complaint externally with the Federal Transit Administration of the U.S. Department of Transportation. The complainant has the right to appeal the Written Response. Appeals in this instance must be submitted to the Title VI Coordinator in writing and must include new information not previously considered in the original complaint. Contingent upon the specifics related to the complaint, appeal investigations may include further findings of fact, a hearing or other appropriate mechanisms, which will result in a final written determination rendered, if feasible, within ninety (90) business days of receipt of the appeal request.

In the case where the complaint is substantiated, the Written Response will indicate that remedial efforts are being developed and implemented in order to mitigate disparate treatment. The complainant will be notified conceivably within ninety (90) business days of receipt of the appeal request.