

**Southeastern Massachusetts  
Metropolitan Planning Organization (SMMPO)**

**Title VI Complaint Process**

**Approved by the SMMPO August 7, 2007**

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 financial assistance. As a sub-recipient of the Massachusetts Executive Office of Transportation (EOT), the SMMPO 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 and low income populations, to ensure full and fair participation by affected populations in transportation decisions, and to ensure that policies and programs of the MPO should avoid disproportionately negative effects on minority and low income populations.

Any person who believes that he or she, individually or as a member of any specific class of persons, has been subjected to discrimination by the SMMPO's programs or activities on the basis of race, color, or national origin may file a complaint.

Filing of Complaints

Complainants, or their representative, may file a written complaint with the MPO's Title VI Specialist at any time within one hundred and eighty (180) days from the date of the alleged discriminatory act.

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 the Title VI Specialist.

All complaints will include the following information:

- Name, address, and phone number of the Complainant
- Name, address, phone number and relationship of Representative to Complainant, (if applicable)
- Basis of complaint (i.e., race, color, national origin)
- Date of alleged discriminatory act(s)
- Date complaint received by the MPO
- A statement of the complaint, including specific details, relevant facts and documentation

### Processing of Complaints

Within five (5) calendar days, the MPO's Title VI Specialist will advise EOT's Civil Rights Director of receipt of the allegations.

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 action to process the allegation(s), and advise the Complainant of other avenues of redress available.

Within sixty (60) calendar days, the MPO's Title VI Specialist will conduct and complete an investigation of the allegation(s). The purpose of an investigation is to determine whether there is a reason to believe that failure to comply with Title VI of the Civil Rights Act of 1964 has occurred. In addition, the Title VI Specialist will render a recommendation for action in a report of findings to the SRPEDD Transportation Planning Manager, who is staff to the MPO.

Within ninety (90) calendar days, the SRPEDD Transportation Planning Manager 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 an appeal before the MPO at their next meeting. The Complainant may file a formal complaint with the EOT's Civil Rights Director, if they are dissatisfied with the final decision rendered by the MPO.

The MPO's Title VI Specialist will maintain a log of all complaints received by the MPO.

### Resolution

If a probable cause of a discriminatory practice based on race, color, or national origin is found to exist, the MPO shall endeavor to eliminate said practice by means of a Remedial Action Plan. The Remedial Plan shall include: a list of all corrective actions accepted by the agency; 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 Federal Transit Administration or the Secretary of Transportation as cited in Circular FTA C 4702.1 Chapter VII – Title VI Discrimination Complaints.