

Disclaimer: This sample document is provided by INDOT for informational purposes only. It does not constitute legal advice.

FHWA Title VI Complaint Procedure for _____ (Agency)

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities that receive Federal financial assistance (*See* 23 CFR Part 200 and 49 CFR Part 21).

Who is eligible to file an FHWA Title VI complaint?

The Federal Highway Administration (FHWA) requires that _____ (Agency) report Title VI discrimination complaints. Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any _____ (Agency) program or activity related to road and highway transportation programs because of their race, color, or national origin may file an FHWA Title VI complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated in a discrimination investigation.

How do you file a complaint?

Title VI complaints must be filed within 180 days from the last date of the alleged discrimination unless the time for filing is extended by the processing agency. Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact _____ (Agency's Title VI Coordinator).

Complaints should be filed in writing and signed, and may be submitted via mail, email, fax or in person to:

_____ (agency contact information)

Complaints may also be filed directly with the following agencies:

Title VI Coordinator/ Program Manager

Indiana Department of Transportation

100 N. Senate, Room N758
Indianapolis, IN 46204
Email address: AccessForAll@indot.in.gov

Indiana Division
Federal Highway Administration
575 N. Pennsylvania Street
Room 254
Indianapolis, IN 46204
Phone: (317) 226-7475

Federal Highway Administration Headquarters - Office of Civil Rights
1200 New Jersey Avenue, SE HCR-40, Room E81-101
Washington, DC 20590
202-366-0693 or Fax: 202-366-1599
TTY: 202-366-5751

What happens after a complaint is filed?

_____ (Agency) must forward any Title VI complaint related to a Federal-aid highway program to the Indiana Department of Transportation (INDOT) within three (3) business days. INDOT will then forward the Title VI complaint to the appropriate FHWA Division Office for further processing.

Once an FHWA Title VI complaint is received, _____ (Agency) will log the complaint information in its records. After forwarding the complaint to INDOT, _____ (Agency) will provide the complainant with the name and contact information of the INDOT employee responsible for coordinating the complaint.

FHWA Headquarters Office of Civil Rights (HCR) will determine whether a Title VI complaint is accepted or dismissed, as well as whether FHWA or INDOT will investigate the complaint. FHWA HCR will notify the complainant, as well as appropriate agencies, of its decision. For more information, please visit the FHWA website at https://www.fhwa.dot.gov/civilrights/programs/title_vi/titleviqa.cfm.

Complainants are encouraged, but not required, to use the following complaint form when filing a complaint with _____ (Agency) or INDOT. At a minimum, each complaint should contain a written explanation of the alleged discrimination, complainant's contact information, the basis of the complaint (e.g., race, color, national origin), the names of specific individuals or agencies involved, sufficient information to understand the facts that led the complainant to believe that

discrimination occurred in a program or activity that receives Federal financial assistance, and date(s) of the alleged discrimination.

Attach complaint form here: