

City of North Bend Title VI Discrimination Complaint Procedure

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with the recipient. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to the recipient's Title VI **Coordinator** for review and action. Title VI Coordinator must not accept, dismiss, or assess the merit of a case.
2. In order to have a complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:
 - a) The date of alleged act of discrimination; or
 - b) Where there has been a continuing course of conduct, the date on which the conduct was discontinued.In either case, the recipient or his/her designee may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for so doing.
3. Complaints shall be in writing, signed, and filed by mail, fax, in person, or e-mail. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of the recipient, the person shall be interviewed by the Title VI **Coordinator**. If necessary, the Title VI **Coordinator** will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to the recipient's investigative procedures. Complainants can also file a complaint online or download the complaint form from WSDOT's website.
4. Upon receiving the complaint, the Title VI **Coordinator** will record receipt of the complaint and its disposition in the Title VI complaints log. Every complaint received will be included in the City of North Bend Title VI Accomplishments and Goals Report. The Title VI **Coordinator** will email the complaint to TitleVI@WSDOT.WA.Gov, promptly or within 5 business days.
5. Within 10 days, the Title VI **Coordinator** will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, including USDOT.
6. The recipient will advise USDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to USDOT:
 - a. Name, address, and phone number of the complainant.
 - b. Name(s) and address(s) of the alleged discriminating official(s)
 - c. Basis of complaint (i.e., race, color, national origin or sex)
 - d. Date of alleged discriminatory act(s).

- e. Date of complaint received by the recipient.
 - f. A statement of the complaint.
 - g. Other agencies (state, local or Federal) where the complaint has been filed.
 - h. An explanation of the actions the recipient has taken or proposed to resolve the issue raised in the complaint.
7. Within 60 days, the Title VI **Coordinator** will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the head of the recipient. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
 8. Within 90 days of receipt of the complaint, the head of the recipient 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 appeal rights with USDOT, if they are dissatisfied with the final decision rendered by the Recipient. The Title VI **Coordinator** will also provide USDOT with a copy of this decision and summary of findings upon completion of the investigation.
 9. Contact information for USDOT is as follows:

Federal Highway Administration
Washington Division Office
711 Capitol Way South, Suite 501
Olympia, WA 98501
(360) 534-9325