



Title VI Complaint Procedures

Adopted by Mid-MO RPC Board:

September 26th, 2018

Mid-Missouri Regional Planning Commission (Mid-MO RPC) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act 1964, and operates its programs and services without discrimination against individuals with disabilities, in accordance with the Americans with Disabilities Act of 1990. Any person who believes she or he has been subjected to any unlawful discriminatory practice under Title VI may file a complaint with Mid-MO RPC.

Translation of Notice to the Public of Rights Under Title VI is provided on the Mid-MO RPC website at <https://midmorpc.org/about/your-rights-under-title-vi/> for Spanish. For other language assistance, please call (573) 657-9779 to speak with an interpreter. You have the right to receive language assistance to access Mid-MO RPC services and documents, free of cost.

Traducción de aviso para el público derechos de bajo título VI se proporciona en el sitio web de Mid-MO RPC <https://midmorpc.org/about/your-rights-under-title-vi/> para español. Para otro ayuda con el idioma, por favor llame al (573) 657-9779 para hablar con un intérprete. Usted tiene el derecho de recibir ayuda con el idioma para acceder a servicios de Mid-MO RPC y documentos, libres de costo.

The following steps describe the procedures to file a complaint and how Mid-MO RPC will respond.

1. Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Mid-MO RPC may file a Title VI complaint by completing and submitting the Mid-MO RPC Title VI Complaint Form. Mid-MO RPC investigates complaints received no more than 180 days after the alleged incident. Mid-MO RPC will process complaints that are complete. The complaint must be signed and dated and should include the following: your name, address and telephone number; specific, detailed information (how, why and when) about the alleged act of discrimination; any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.
2. The Mid-MO RPC Title VI Complaint Form can be obtained by downloading from the Mid-MO RPC website <https://midmorpc.org/about/your-rights-under-title-vi/> or by contacting our office at (573)657-9779. If you have trouble using a standard telephone and need TTY/TTD

services, dial 7-1-1 to set up Missouri Relay communications; language assistance is available for persons with limited English proficiency.

3. The complaint shall be sent to the following address:

Mail: David Bock, Executive Director, Mid-MO RPC
PO Box 140
Ashland, MO 65010

Telephone: (573) 657-9779

Email: davidbock@midmorpc.org

4. Once the complaint is received, the Mid-MO RPC Director will review it to determine if Mid-MO RPC has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Mid-MO RPC.

5. Mid-MO RPC has 90 days to investigate the complaint. If more information is needed to resolve the case, Mid-MO RPC may contact the complainant. The complainant has 30 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 business days, Mid-MO RPC can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue her/his case.

6. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the LOF to do so. Upon receipt of an appeal, Mid-MO RPC will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Mid-MO RPC will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a Title VI complaint directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, D.C. 20590. Please visit this webpage: <https://www.transit.dot.gov/title6> for information on filing and a Federal Transit Administration complaint form.