



External Discrimination Complaint Process

Applicability

Any person who, based on race, religion (where the primary objective of the financial assistance is to provide employment per 42 U.S.C. § 2000d-3), color, national origin, sex, age, retaliation or disability believes that he/she has been excluded from participation in, denied benefits or services of any program or activity administered by the Capital Area Metropolitan Planning Organization (CAMPO) or its subrecipients, consultants, and contractors may bring forth a discrimination complaint under Title VI of the Civil Rights Act of 1964, as amended. Only complaints of discrimination based on the complainant's protected status will be considered under Title VI. Title VI discrimination complaints are processed consistent with the provisions of 23 CFR part 200.9(4)(b)(3) and 49 CFR 21.11(b).

Time Limitations and Filing Options

Title VI complaints may be filed with CAMPO directly, through the Texas Department of Transportation (TxDOT), the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA) or the U.S. Department of Transportation (USDOT). In order to have the complaint considered, the complainant must file the complaint no later than 180 calendar days after:

- The date of the alleged act of discrimination; or
- The date the person(s) became aware of the alleged act(s) of discrimination; or
- Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

CAMPO Roles and Responsibilities

The CAMPO Director is charged with the primary responsibility of processing Title VI complaints received by CAMPO. The CAMPO Director will forward all transportation related external discrimination complaints filed under Title VI against CAMPO or its sub-recipients to the TxDOT Office of Civil Rights for investigation within 10 calendar days. This includes any complaint which alleges exclusion from participation in and/or denial of benefits or services under any program or activity administered by CAMPO or by businesses under contract with CAMPO based on race, religion (where the primary objective of the financial assistance is to provide employment per 42 U.S.C. § 2000d-3), color, national origin, sex, age, retaliation or disability. The CAMPO Director will also forward any transportation related complaints where there is a question whether the basis of the allegation(s) falls under coverage of Title VI to the TxDOT Office of Civil Rights for determination of jurisdiction. The CAMPO Director may also attempt to investigate and resolve the complaint informally.

Complaint Processing

Upon initial contact, CAMPO will provide complainants with an explanation of the external discrimination complaint process and their filing options. The complainant will also be provided a copy of the External Discrimination Complaint form (available in English and Spanish). These explanations and forms will also be available on the CAMPO website www.campotexas.org.

All complaints must be submitted in writing using the External Discrimination Complaint form. In cases where the complainant is unable or incapable of providing a written statement, CAMPO will assist the

complainant in converting the verbal complaint into a written complaint and the signature of the complainant will be obtained on the written complaint. To the greatest extent possible, CAMPO will translate all complaints received written in a language other than English and respond in the same language in which the complaint was received.

CAMPO will acknowledge receipt of the complaint by certified mail and inform the complainant and respondent of action taken or proposed action to process the allegation within 10 calendar days of receipt of the complaint. CAMPO will also forward all transportation related external discrimination process complaints to the TxDOT Office of Civil Rights. The TxDOT Office of Civil Rights will process the complaint and conduct a formal investigation, if warranted. For more information on the CAMPO Title VI complaint procedures call 512.215.8225. For more information on the TxDOT Office of Civil Rights Title VI complaint procedures email TitleVI@txdot.gov or call 866.480.2518.

Complaint Log

CAMPO will enter the following information, to the extent that it is known, in a complaint log maintained at CAMPO's offices.

- Complainant's name
- Complainant's race, color, gender and national origin
- Respondent's name (Person against whom the complaint is filed)
- Basis(es) of the discrimination complaint
- Issue(s) surrounding the discrimination complaint
- Date the discrimination complaint was filed
- Date the investigation was complete
- Disposition
- Disposition date
- Other pertinent information.

Contact Information

For more information on the CAMPO Title VI complaint procedures call 512.215.8225.