

## **Strafford Regional Planning Commission**

### **Title VI Notice to Public<sup>1</sup>**

The Strafford Regional Planning Commission hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Title VI and related statutes require that no person in the United States of America shall, on the grounds of race, color, national origin, or sex be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program receiving Federal assistance.

Any person who believes they have been aggrieved by an unlawful discriminatory practice regarding the Strafford Regional Planning Commission transportation programs has a right to file a formal complaint with the Planning Commission. Any such complaint must be in writing and submitted to the SMPO Title VI Coordinator within one hundred eighty (180) days following the date of the alleged occurrence. For more information regarding civil rights complaints, please contact:

**Title VI Coordinator  
Strafford Regional Planning Commission  
150 Wakefield Street ~ Suite 12  
Rochester, NH 03867**

**(603) 994-3500**

**TDD/TTY Access: (800) 735-2964**

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<sup>1</sup> NH DOT Draft Title VI Plan

## **Title VI Complaint and Investigation Procedures<sup>1</sup>**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by The Strafford Regional Planning Commission (SRPC).

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the NH DOT may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

**Title VI Coordinator  
Strafford Regional Planning Commission  
150 Wakefield Street ~ Suite 12  
Rochester, NH 03867  
Phone: (603) 994-3500  
TTY Access: (800) 735-2964**

The following measures will be taken to resolve Title VI complaints:

- 1.) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin, sex, disability, age, income status), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2.) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the SRPC Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the SRPC Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3.) SRPC will investigate complaints filed with the Department against contractors, consultants, or other sub-recipients. Complaints filed

directly with the SRPC against the SRPC shall be forwarded to the appropriate NH DOT agency for investigation.

- 4.) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail. At the same time, the complaint will be forwarded to the State of New Hampshire Attorney General's Office and to the appropriate NH DOT agency.
- 5.) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 6.) Within fifteen (15) business days from receipt of a complete complaint, the SRPC will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Executive Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of the SRPC's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 7.) When the SRPC does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or NH DOT agency holding such jurisdiction.
- 8.) If the complaint has investigative merit, the Executive Director or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within sixty (60) days from receipt of the complaint. A copy of the investigative report shall be forwarded to the respective NH DOT agency within the same time period. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.

- 9.) The Executive Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) days from receipt of the complaint.
- 10.) If the Complainant is dissatisfied with the SRPC's resolution of the complaint, he/she has the right to file a complaint with the:

**Departmental Office of Civil Rights  
U.S. Department of Transportation  
400 7th Street, S.W., Room #10215, S-30  
Washington D.C. 20590**

**(202) 366-4648**

**(202) 366-5992**

**TTY Access: (202) 366-9696**

**DC Relay: (202) 855-1000**

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<sup>i</sup> NH DOT Draft Title VI Plan

## SMPO Title VI Complaint Form

Note: We are asking for the following information to assist in processing your complaint. If you need help in completing this form, please let us know.

**Complainant's Information:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip Code: \_\_\_\_\_  
Telephone Number (Home): \_\_\_\_\_  
Telephone Number (Work): \_\_\_\_\_

**Person Discriminated Against** (if someone other than complainant):

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State/Zip Code: \_\_\_\_\_  
Telephone Number (Home): \_\_\_\_\_  
Telephone Number (Work): \_\_\_\_\_

**Which of the following best describes the reason you believe the discrimination took place?**

Race/Color (specify): \_\_\_\_\_  
National Origin (specify): \_\_\_\_\_  
Sex: \_\_\_\_\_

**On what date (s) did the alleged discrimination take place?** \_\_\_\_\_

**Describe the alleged discrimination. Explain what happened and who you believe was responsible** (if additional space is needed, add a sheet of paper).

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**List names and contact information of persons who may have knowledge of the alleged discrimination.**

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## RESOLUTION OF ADOPTION

### RESOLUTION ADOPTING TITLE VI document FOR THE STRAFFORD METROPOLITAN PLANNING ORGANIZATION.

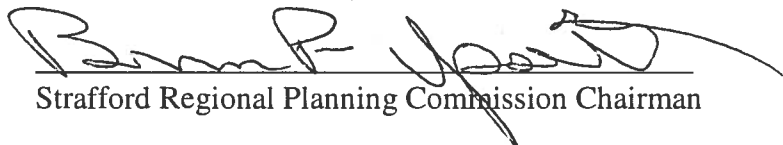
WHEREAS, the urban transportation planning process is encouraged to have a TITLE VI document, which defines organizational responsibilities, public participation and strategies, compliance and a summary of implementation measures;

#### NOW THEREFORE BE IT RESOLVED THAT:

The Strafford Regional Planning Commission, acting as the Strafford Metropolitan Planning Organization, adopts the TITLE VI document dated May 17, 2013

The undersigned duly qualified Chairperson of the Strafford Regional Planning Commission, acting as the Strafford Metropolitan Planning Organization hereby certifies that the foregoing is a true and correct copy of a resolution, adopted at legally convened meeting of the Strafford MPO Policy Committee held on the following date: May 17, 2013.

May 17, 13  
Date

  
Strafford Regional Planning Commission Chairman