



Benton County Title VI Complaint Procedures

BCSRT has a standard process for investigating all complaints. Members of the public may file a signed, written complaint up to one hundred eighty (180) days from the date of alleged discrimination.

The procedure for filing a Title VI civil rights complaint and the process for responding to such a complaint is as follows:

- 1) Any individual, group of individuals or entity that believes that they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.
- 2) Complaints may be submitted to BCSRT staff or representatives, or the BCSRT contractor via telephone, in person, in writing, or via email. Complainants will eventually be directed to submit a standard BCSRT complaint form. Persons with limited English proficiency can be assisted by a third party to complete the form. Complaints made through the BCSRT contractor will be forwarded to the BCSRT Coordinator.
- 3) The BCSRT Coordinator shall make a determination within 10 working days as to whether the complaint is a Title VI complaint. The basis of the determination may be apparent in the complaint as submitted, or require follow-up with the complainant.
- 4) If the complaint is a Title VI complaint, the Coordinator will investigate and determine the disposition of the complaint. The Coordinator will also report the filing of the complaint to his/her immediate superior. The formal investigation of the complaint will be confidential and will include but is not limited to:
 - a. Date, time, location and specific circumstances of the alleged incident
 - b. Interviews with witnesses, if any
 - c. Interviews with the person against whom the complaint was made, as applicable
- 5) Within 30 days of the determination, the Coordinator will report a summary of findings and resolution of the complaint in writing, including the proposed disposition of the matter, and will provide a copy to the complainant, and keep a copy on file for a minimum of three years. The notification will advise the complainant of his/her appeal rights with ODOT, and/or FTA, if they are dissatisfied with the final decision rendered by BCSRT. The Coordinator will also provide ODOT and/or USDOT with a copy of this decision and summary of findings upon completion of the investigation.

The resolution of the complaint will be completed within one of the following:

EXONERATED – The investigation confirmed that the alleged behavior did occur, but that it was consistent with County policy.

UNFOUNDED – The investigation demonstrated that the alleged actions did not occur.

UNSUBSTANTIATED – The investigation did not present sufficient evidence to clearly prove or disprove the allegations.

SUSTAINED – The investigation does disclose sufficient evidence to clearly prove the allegations.

- 6) Complaints which are found to be sustained will be acted upon directly by the BCSRT Coordinator, using methods or resources appropriate to resolution of the incident and consistent with the severity of the causal action. This may include appropriate contractual remedies with the BCSRT contractor. If the complaint involves any actions of the BCSRT Coordinator, even if inadvertent or only in part, the issue will be referred to the BCSRT Coordinator's supervisor for determination of appropriate follow-up.
- 7) Appeals to BCSRT determinations may be made to the Benton County Public Works Director's Office. 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 to the lowest lever possible. The option of informal mediation meetings(s) between the affected parties and BCSRT may be utilized for resolution.
- 8) If the Complainant is dissatisfied with the Agency's resolution of the complaint, he/she has the right to file a complaint with either ODOT or directly with FTA, or both, at the addresses below:

Oregon Department of Transportation
Office of Civil Rights
Attn: Intermodal Civil Rights Manager
355 Capitol Street, NE
Salem, OR 97301
503.986.3169

Federal Transit Administration, Region 10
Attn: Civil Rights Officer
Jackson Federal Building
915 Second Avenue Suite 3142
Seattle, WA 98174-1002
Phone 206-220-7954 Fax 206-220-7959

FTA Complaint procedures can also be found on the FTA web site at: www.fta.dot.gov.
These procedures are also outlined in FTA Circular 4702.1A. Chapter IX.



Benton County Special and Rural Transportation Title VI Complaint Form

Instructions: If you would like to submit a Title VI complaint to the Benton County Special Transportation Agency, please fill out the form below and send it to: Benton County Special Transportation, Attn: Title VI Coordinator, Box 1083, Corvallis, OR 97339-1083. For questions or a full copy of County's Title VI policy and complaint procedures call 541-754-1748 or email Lee Lazaro at lee.lazaro@corvallisoregon.gov.

1. Name (Complainant):	
2. Phone:	3. Home address (street no., city, state, zip):
4. If applicable, name of person(s) who allegedly discriminated against you:	
5. Location and position of person(s) if known:	6. Date of incident:
7. Discrimination because of: <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> Sex <input type="checkbox"/> Disability <input type="checkbox"/> National origin <input type="checkbox"/> Other	
8. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your case.	

9. Why do you believe these events occurred?

10. What other information do you think is relevant to the investigation?

11. How can this/these issue(s) be resolved to your satisfaction?

12. Please list below any person(s) we may contact for additional information to support or clarify your complaint (witnesses):

Name:

Address:

Phone number:

13. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?

Yes

No

If yes, check all that apply:

Federal agency

Federal court

State court

Local agency

State agency

If filed at an agency and/or court, please provide information about a contact person at the agency/court where the complaint was filed.

Agency/Court:

Contact's Name:

Address:

Phone number:

Signature (Complainant):

Date of filing: