

Title VI Complaint Procedures

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin, gender, age, or mental or physical disability, may file a complaint with the Northwest Regional Planning Commission (NRPC).

The mailing address for written complaints is as follows:

Title VI Coordinator
Northwest Regional Planning Commission
75 Fairfield Street
Saint Albans, VT 05478
802-524-5958, www.nrpcvt.com

Complaints may also be submitted by telephone or fax. Contact numbers are as follows:

Phone: 802-524-5958
Fax: 802-527-2948

Electronic submission of complaints is also permitted. All complaints related to Title VI discrimination should be addressed to the Title VI Coordinator, at the following address: aadams@nrpcvt.com

Written or faxed complaints must be signed by the complainant. Complaints submitted by telephone or e-mail, or unsigned written or faxed complaints, must be followed by a complaint in writing, signed by the complainant or his/her representative within 10 business days of the initial verbal/electronic/unsigned complaint. If the complainant requires assistance to submit a written document, NRPC staff will interview the complainant and assist the person in converting verbal complaints to writing. This document must be signed by the complainant or his/her representative. Federal and state law require that the complaint be filed within 180 days of the alleged incident of discrimination.

Once the complaint has been submitted in writing, the NRPC will pursue the following steps in addressing the complaint:

1. NRPC staff will initiate a Title VI Complaint Form (see below).
2. Essential information on the form includes the following:
 - a. Date of the incident that is the subject of the complaint;
 - b. Time of the incident;
 - c. Location of the incident; and,
 - d. Circumstances of the incident in as much detail as is available, including description of the issues, and the names and job titles of those individuals perceived as parties in the complaint.
3. The completed form, along with the initial complaint letter and a summary of any other communication, will be submitted to the Executive Director of the NRPC for review. The Executive Director will determine the jurisdiction and acceptability of the complaint and any need for additional information. After any additional information is procured, the Director will determine whether to accept or reject the complaint.

4. The complainant will be provided with a written notification that the NRPC has either accepted or rejected the complaint.
5. A complaint may be rejected for one or more of the following reasons:
 - a. More than 180 days passed between the alleged incident and the filing of the initial complaint;
 - b. The allegation does not involve a basis covered under Title VI, such as race, color, or national origin;
 - c. The allegation does not involve NRPC or one of its subrecipients of federal funds;
 - d. The complainant fails to respond to repeated requests for additional information needed to process the complaint; or,
 - e. The complainant cannot be located after reasonable attempts.
6. An accepted complaint will be assigned a case number and be logged in a database maintained by the NRPC identifying the complainant's name, date of incident, alleged harm, and the race, color, national origin, gender, age or disability of the complainant.
7. The Title VI Coordinator will initiate an investigation of the complaint, assisted by other members of the NRPC as necessary, and complete a report within 90 days of the acceptance of the complaint. The report shall include a narrative description of the incident, identification of the persons interviewed, findings, and recommendations for disposition.
8. The report will be reviewed by the Executive Director of the NRPC and referred to legal representation, if deemed appropriate. The Executive Director will accept or reject the recommendation for disposition, in consultation with legal representation, and if the individuals involved are found to be in noncompliance with Title VI, remedial actions will be determined.
9. The results of the investigation and the Executive Director's determination will be mailed to the complainant. Notice shall include information regarding appeal rights of the complainant and instructions for initiating such an appeal. Notice of appeals are as follows:
 - a. NRPC will reconsider the determination if new facts come to light.
 - b. If the complainant is dissatisfied with the determination and/or resolution set forth by NRPC, the same complaint may be submitted to the Vermont Agency of Transportation (VTrans) for investigation. Complainant will be advised to contact the:
Vermont Agency of Transportation
Office of Civil Rights & Labor Compliance
One National Life Drive
Montpelier, VT 05633-5001
10. A copy of the complaint and NRPC's investigation report, letter of finding and remedial action plan will be submitted to VTrans within 120 days of the initial receipt of the complaint.
11. A summary of the complaint resolution will be added to the database at NRPC and this information will be included as part of the next Title VI update to VTrans.

Title VI Discrimination Complaint Form

For Office Use

Date Received: _____

Case #: _____

Name: _____ Phone #: _____

Email: _____

Address (Street No., PO Box, etc.): _____

Town, State, Zip Code: _____

Date and time of incident: _____

Location of Incident: _____

Summary of the Complaint (Explain as briefly and clearly as possible how you were discriminated against, who was involved, including names and titles, and other relevant information.):

Name of witness(es): _____

Witness contact information: _____

Attach any additional written information

Signature: _____ Date: _____

Please return this form to: **Title VI Coordinator**
Northwest Regional Planning Commission
75 Fairfield Street
Saint Albans, VT 05478
Telephone #: (802) 524-5958
Fax #: (802) 527-2948
Email: aadams@nrpcvt.com

For Office Use

Discussions with complainant:

Name: _____ Date: _____

Details of discussions: _____

Person taking report information:

Additional information required: ☐ Yes ☐ No Date requested: _____

Received: _____

Jurisdiction: ☐ NRPC ☐ Other (specify): _____

Complaint accepted: ☐ Yes ☐ No Date: _____

Report completed within 90 days: ☐ Yes ☐ No

Findings: _____

Actions taken: _____
