

Complaint Procedure

NCWRPC's Complaint Procedure is made available in the following locations:

- NCWRPC website – <https://www.ncwrpc.org/>
- NCWRPC office (see Executive Director)

If information is needed in another language, contact 715-849-5510.

Si se necesita informacion en otro idioma de contacto, 715-849-5510.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 715-849-5510.

Overview

NCWRPC is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by **NCWRPC** in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

Right to File Complaints

NCWRPC uses the following procedures for prompt processing of all civil rights complaints relating to any program, activity or service administered by **NCWRPC** or its contractors, consultants, lessors receiving Federal financial assistance. These procedures do not deny the right of the Complainant to file formal complaints with other state or federal agencies or seek private counsel for complaints alleging discrimination.

Any individual, group of individuals, or entity that believes they have been subjected to discrimination or retaliation prohibited by Title VI nondiscrimination provisions by **NCWRPC** may file a complaint with the following:

1. Dennis Lawrence, **NCWRPC** Title VI Coordinator at 715-849-5510 (for hearing impaired, please use Wisconsin Relay 711 service - <https://wisconsinrelay.com>; email staff@ncwrpc.org or visit our administrative office at 210 McClellan Street, Ste 210, Wausau, WI 54403.
2. Wisconsin Department of Transportation (WisDOT), Taqwanya Smith, Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. For more information, visit the [WisDOT Title VI-ADA website](#).
3. U.S. Department of Transportation, Federal Highway Administration (FHWA), Office of Civil Rights. 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Phone: (202) 366-0693, email: FHWA.TitleVIcomplaints@dot.gov
4. U.S. Department of Transportation, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590, Phone: 1-888-446-4511 or 711(Relay), email: FTACivilRightsCommunications@dot.gov

Procedures

Any person who believes they've been discriminated against by **NCWRPC** may file a complaint by completing and submitting **NCWRPC's** Complaint Form.

This civil rights complaint procedure may also be used by the NCWRPC to address, resolve, and close general complaints.

Every effort will be made to obtain early resolution of complaints at the lowest possible level. The option of informal mediation meeting(s) between the affected parties and NCWRPC Title VI Coordinator may be utilized for resolution, at any stage of the process. NCWRPC Title VI Coordinator will make every effort to pursue a resolution of the complaint.

Complaints can be submitted to NCWRPC in writing via email or by phone. Complainants are encouraged to complete the Complaint Form **Appendix C**. Complaints received by telephone will be reduced to writing and provided to the Complainant for confirmation or revision before processing.

Complaints should contain the following information:

- ✓ The Complainant's contact information, including, if available: full name, postal address, phone number, and email address.
- ✓ The basis of the complaint (e.g., race, color, national origin, disability, etc.).
- ✓ The dates of the alleged discriminatory act(s) and whether the alleged discrimination is ongoing.
- ✓ The names of specific persons or respondents (e.g., agencies/organizations) alleged to have discriminated.
- ✓ Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives federal financial assistance.

Complaints received will be acknowledged and processed, once the Complainant's intent to proceed with the complaint has been established.

Investigation of Complaints

Complaints in which NCWRPC is named as the Respondent (i.e., the recipient/entity which a complaint of discrimination has been filed) shall be forwarded to the appropriate State or Federal agency for proper disposition, in accordance with their procedures.

NCWRPC will assume responsibility for investigating complaints against any of its contractors, consultants, lessors, etc.

To be accepted, a civil rights complaint must meet the following criteria:

1. The complaint should be filed within **180** calendar days of the alleged occurrence or when the alleged discrimination became known to the Complainant.
2. The allegation(s) should address a nondiscrimination protection such as race, color, national origin, disability, etc.
3. The allegation(s) must involve a program or activity of a federal-aid recipient, contractor, consultant, or lessor.

NCWRPC reviews and determines the appropriate action regarding every complaint.

When a complaint is received, NCWRPC will provide written acknowledgment to the Complainant within 15 business days. The Complainant is notified of the proposed action to be taken to process the allegation(s). The notification letter/email shall contain:

- ✓ The basis for the complaint.
- ✓ A brief statement of the allegation(s) over which the NCWRPC has jurisdiction.
- ✓ An indication of when the parties will be contacted.

The investigation conducted by NCWRPC consists of a personal interview with the Complainant(s). Information gathered in this interview includes but is not limited to information completed on the Complaint Form.

If more information is needed to address the complaint, NCWRPC may contact the Complainant. If a complaint is deemed incomplete or if additional information is requested, the Complainant will be provided 10 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

Within 90 business days of the acceptance of the complaint, NCWRPC will prepare an investigative report. The report shall include a narrative description of the incident, identification of persons interviewed, findings, and recommendation for disposition. Only reasonably qualified and trained investigators should conduct the investigation.

After NCWRPC reviews the complaint, one of two (2) letters will be issued to the Complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states there was not a civil rights violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the Complainant wishes to appeal the decision, the Complainant has **10** business days after the date of the letter of finding to do so.

Dismissal

A civil rights complaint may be recommended for dismissal for the following reasons:

1. The Complainant requests withdrawal of the complaint.
2. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.
3. The Complainant cannot be located after reasonable attempts.

List of Complaints

NCWRPC maintains a Complaint Log as shown in outlining the list of complaints, investigations and lawsuits alleging discrimination. The list shall include the date the civil rights complaint, investigation, or lawsuit was filed, a summary of the allegation(s), the status of the complaint, investigation, or lawsuit, actions taken by NCWRPC in response, and final findings related to the complaint, investigation, or lawsuit.

NCWRPC will submit a log of all Title VI complaints received, and any additional pertinent records to the WisDOT, Title VI Office, as requested.

For more information, contact:

NCWRPC, Title VI Coordinator

Dennis Lawrence

staff@ncwrpc.org

715-849-5510