



Title VI Complaint Procedure

Discrimination Complaint Procedures

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 as they relate to any Federal Highway Administration program or activity administered by Arapahoe County Public Works and Development Department (ACPWD), its sub-recipients, consultants, and contractors. In addition to these procedures, complainants reserve the right to file formal complaints with other state or federal agencies or take legal action for complaints alleging discrimination.

Federal and Colorado law prohibits discrimination on the basis of race, color, national origin, age, gender, and disability in any ACPWD program or activity. This prohibition applies to all Divisions of ACPWD, its contractors, consultants, and anyone else who acts on behalf of ACPWD.

Federal law requires that ACPWD investigate, track, and report discrimination complaints. Complaints must be filed in writing and will be investigated within sixty (60) days of submission. If you need assistance to file your complaint or need interpretation services, please contact the ACPWD Title VI Coordinator at 720-874-6590 or PWDTitleVICoordinator@arapahoegov.com.

The following are the required procedures for FHWA Title VI Complaints filed against ACPWD or its sub-recipients, contractors, or consultants:

1. Any person, specific class of persons or entity that believes they have been subjected to discrimination on an FHWA-related activity or program on the basis of race, color, national origin, age, gender, or disability can file a formal complaint with Arapahoe County Public Works and Development Department. A copy of the Complaint Form may be accessed electronically at: www.arapahoegov.com/pwdtitlevi.
2. The complaint must be filed within 180 days of the alleged discrimination and include the date the alleged discrimination became known to the complainant or the last date of the incident.
3. Complaints should be in writing and signed and may be filed by mail, fax, in person, or e-mail. However, the complainant may call the agency and provide the allegations by telephone, and the agency will transcribe the allegations of the

complaint as provided over the telephone and send a written complaint to the complainant for correction and signature.

4. A complaint should contain at least the following information:
 - a. A written explanation of what has happened;
 - b. A way to contact the complainant;
 - c. The basis of the complaint;
 - d. The identification of a specific person/people and the respondent (e.g., agency/organization) alleged to have discriminated;
 - e. Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal Highway Administration financial assistance; and
 - f. The date(s) of the alleged discriminatory act(s).
5. Upon receipt of a complaint, Arapahoe County Public Works and Development Department will begin an investigation into the complaint. Title VI complaints received by ACPWD will be forwarded to CDOT Civil Rights & Business Resource Center within three (3) business days of receipt. All Title VI complaints against ACPWD or its sub-recipients, contractors, or consultants in FHWA-funded programs will be reviewed and appropriate action taken.
6. Additional information will be solicited from the complainant as needed. If additional information is requested and not received within 15 business days, the case may be administratively closed. The case may also be closed if the complainant wishes to withdraw the original filing of the concern.
7. A complaint log will be kept by the Title VI Coordinator and the County Attorney's Office.
8. The Title VI Coordinator will send a written letter notifying the complainant that a preliminary inquiry is underway to determine the need for an investigation.
9. If the preliminary inquiry by the County (or designee) indicates that an investigation is warranted, then the complainant will be notified, requesting their statements. If the preliminary inquiry indicates an investigation is not warranted, a written notification will be sent to the complainant with the reasons and factors considered.
10. The results of the investigation will be mailed to the complainant. The results will include the scope of the investigation, factors considered, and the outcome. A closure letter will be sent if it has been determined there was not a Title VI violation and the case will be closed. A letter of findings will be sent if the allegations are substantiated, as well as an action plan with a timeline to offer redress.
11. Records will be maintained by the Title VI Coordinator for a period of three years.

To file a complaint or to review your rights under Title VI, please refer to the ACPWD Title VI Plan or the Complaint Form and Notice of Rights. Both documents are available on the ACPWD Title VI Program web page: www.arapahoegov.com/pwdtitlevi.

You may contact the Title VI Coordinator for more information at:

ACPWD Title VI Coordinator
Arapahoe County Public Works and Development Department
6924 South Lima Street
Centennial, Colorado 80112
Ph No: (720) 874-6590
Fax No: (720) 874-6611
PWDTITLEVIcoordinator@arapahoegov.com