Memphis MPO
METROPOLITAN PLANNING ORGANIZATION

Strengthening Regional Transportation

Memphis Urban Area MPO Discrimination Complaint Procedure

Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color and national origin in programs and activities receiving federal financial assistance. The following outlines the Memphis Urban Area Metropolitan Planning Organization's (Memphis MPO) Title VI Complaint Procedure.

1. Any individual that believes that they have been subjected to discrimination or retaliation, by any Memphis Urban Area Memphis MPO programs or activities, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. All written complaints received by the Memphis MPO shall be submitted within 180 days of the alleged incident and reviewed immediately by the Memphis MPO's Title VI Coordinator, Nick Warren, and submitted to the Tennessee Department of Transportation's (TDOT) Title VI Program Director for processing in accordance with approved State procedures. In addition, the MPO Title VI Coordinator will notify the Shelby County Title VI coordinator to determine how to best investigate and respond to the complaint.

   Written complaints may be sent to:

   Kate Horton
   Memphis Urban Area MPO Title VI Coordinator
   125 N. Main Street, Suite 450
   Memphis, TN 38103

2. Verbal and non-written complaints received by the Memphis MPO shall be resolved informally by the MPO's Title VI Coordinator. If the issue has not been satisfactorily resolved through informal action, or if at any time the individual(s) submitting complaint(s) request to file a formal written complaint, the complaint(s) shall be reviewed by the Memphis MPO's Title VI Coordinator and submitted to TDOT's Title VI Program Director for processing in accordance with approved State procedures. In addition, the MPO Title VI Coordinator will notify the Shelby County Title VI Coordinator to determine how to best investigate and respond to the complaint.

3. The Memphis MPO's Title VI Coordinator will advise TDOT's Title VI Program Director within five (5) calendar days of receipt of the allegations. The following information will be included in every notification submitted to TDOT's Title VI Program Director:

T 901.636.7190

125 N Main Street, Suite 450
Memphis, TN 38103
memphismpo.org

a. Name, address, and phone number of the Complainant
b. Name(s) and address(es) of the respondent(s)
c. Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status, or retaliation)
d. Date of alleged discriminatory act(s)
e. Date the complaint was received by the Memphis MPO
f. A statement explaining the complaint
g. Other agencies (Federal, State, or local) involved in the complaint and the location in which the complaint has been filed
h. An explanation of the actions the Memphis MPO has taken or proposed to resolve the allegation(s) associated with the complaint.

4. Allegations received by fax or email will be acknowledged and processed once the identity(ies) of the individual(s) filing the complaint has been established. The Complainant is required to mail a signed, original copy of the fax or email transmittal to be able to process it.

5. Allegations received by telephone will be reduced to writing and provided to Complainant for confirmation or revision before processing.

6. Within ten (10) calendar days, the Memphis MPO's Title VI Coordinator will acknowledge receipt of the allegation(s), inform the Complainant of action(s) taken or proposed action to be taken to process the allegation(s). In addition, the Title VI Coordinator will provide the Complainant with information regarding other avenues of redress available, such as the TDOT's Equal Opportunity Office (EOO).

7. Within sixty (60) calendar days, the Memphis MPO's Title VI Coordinator will conduct and complete a review of the verbal or non-written allegation(s). Based on the information obtained, the Title VI Coordinator will render a recommendation for action to the Memphis MPO Administrator through a report detailing the findings of the review.

8. Within ninety (90) calendar days of the receipt of the verbal or non-written allegation(s), the Memphis MPO Title VI Coordinator will notify the Complainant, in writing, of the final decision reached and the proposed resolution of the matter. If the Complainant is dissatisfied with the final decision rendered by the Memphis MPO, the Title VI Coordinator will inform the Complainant of their right to file a formal complaint with TDOT's EOO. In addition, the Memphis MPO's Title VI Coordinator will provide TDOT's Title VI Program Director with a copy of this decision and summary of findings.

9. The Memphis MPO's Title VI Coordinator will maintain a log of all verbal and non-written complaints received by the Memphis MPO. The log will include the following information:

a. Name of Complainant.
b. Name of Respondent
c. Basis of Complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status, or retaliation).
d. Date the verbal/non-written complaint was received by the Memphis MPO
e. Date that the Memphis MPO notified the TDOT Civil Rights Office of the verbal or non-written complaint
f. Explanation of the actions the Memphis MPO has taken or proposed to resolve the issue raised in the complaint

10. A complaint may be dismissed for the following reasons:
a. The Complainant requests the withdrawal of the complaint
b. The Complainant fails to respond to repeated requests for additional information needed to process the compliant
c. The Complainant cannot be located after reasonable attempts.