

## **Title VI Complaint Procedures**

Any person who believes that they, individually, or as a member of any specific class of persons, have been subjected to discrimination on the basis of race, color, or national origin, may file a complaint with the Chittenden County Regional Planning Commission (CCRPC).

The mailing address for written complaints is as follows:

Chittenden County Regional Planning Commission  
110 West Canal Street, Suite 202  
Winooski, VT 05404

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

Phone: 802-846-4490 extension 121

Fax: 802-846-4494

Electronic submission of complaints is also permitted. All complaints related to Title VI discrimination should be addressed to Emma Vaughn, Communications Manager, at the following address:

[evaughn@ccrpcvt.org](mailto:evaughn@ccrpcvt.org).

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 their representative within 10 business days of the initial verbal/electronic/ unsigned complaint. If the complainant requires assistance to submit a written document, CCRPC staff will interview the complainant and assist the person in converting verbal complaints to writing. This document must be signed by the complainant or their 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 CCRPC will pursue the following steps in addressing the complaint:

1. CCRPC 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

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 CCRPC for review. The 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 CCRPC has either accepted or rejected the complaint.

5. A complaint may be rejected for 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 CCRPC or one of its subrecipients of US Department of Transportation funds.

d. The complainant fails to respond to repeated requests for additional information needed to process the complaint.

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 CCRPC identifying the complainant's name, date of incident, alleged harm, and the race, color, or national origin of the complainant.

7. The Title VI program manager will initiate an investigation of the complaint, assisted by other members of the CCRPC 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 Director of the CCRPC and referred to legal representation, if deemed appropriate. The 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 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. CCRPC 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 CCRPC, the same complaint may be submitted to the [Vermont Agency of Transportation \(VTrans\)](#) for investigation. The complainant will be advised to contact:

Patricia Martin  
Title VI Coordinator  
Vermont Agency of Transportation  
Office of Civil Rights & Labor Compliance  
219 North Main Street  
Barre, VT 05641  
Phone: 802-595-6959  
Email: [patricia.martin@vermont.gov](mailto:patricia.martin@vermont.gov)

10. A copy of the complaint and CCRPC'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 CCRPC and this information will be included as part of the next Title VI update to VTrans.