

## How to file a Title VI/ADA complaint with Boonslick Regional Planning Commission:

1. A copy of the Complaint Form and the Complaint Procedures be obtained by downloading the documents from **Boonslick Regional Planning Commission** 's website at [www.boonslick.org](http://www.boonslick.org) and/or by requesting a copy from the Title VI Contact Kim Meyer, Fiscal Officer at 636-456-3473 or [kmeyer@boonslick.org](mailto:kmeyer@boonslick.org)
2. In addition to the complaint process at Boonslick Regional Planning Commission, complaints may be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR 1200 New Jersey Ave., SE Washington, DC 20590.
3. Complaints must be filed within 180 days following the date of the alleged discriminatory occurrence and should contain as much detailed information about the alleged discrimination as possible.
4. The form must be signed, dated, and include your contact information.

If information is needed in another language, contact Kim Meyer at 111 Steinhagen Rd, Warrenton, MO, or at 636-456-3473.

This Notice is posted on [www.boonslick.org](http://www.boonslick.org) and in public areas of our agency.

### D. Procedure for Filing a Title VI / ADA Complaint

#### Filing a Title VI Complaint

The complaint procedures apply to the beneficiaries of BRPC's programs, activities, and services.

**RIGHT TO FILE A COMPLAINT:** Any person who believes they have been discriminated against on the basis of race, color, or national origin by BRPC may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

**HOW TO FILE A COMPLAINT:** Information on how to file a Title VI complaint is posted on our agency's website, and in public areas of our agency.

You may download the BRPC Title VI Complaint Form at [www.boonslick.org](http://www.boonslick.org), or request a copy by writing 111 Steinhagen Road, Warrenton, MO 63383. Information on how to file a Title VI complaint may also be obtained by calling Kim Meyer, Fiscal Officer at (636) 456-3473.

You may file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.

- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to 111 Steinhagen Road, Warrenton, MO 63383.

COMPLAINT ACCEPTANCE: BRPC will process complaints that are complete.

Once a completed Title VI Complaint Form is received, BRPC will review it to determine if BRPC has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by BRPC.

INVESTIGATIONS: BRPC will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, BRPC may contact the complainant. Unless a longer period is specified by BRPC, the complainant will have ten (10) days from the date of the letter to send requested information to the BRPC investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with BRPC's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within seven (7) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. BRPC will notify the complainant of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, BRPC will issue a determination letter to the complainant upon completion of the reconsideration review.

- A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5<sup>th</sup> Floor- TCR 1200 New Jersey Ave, SE Washington, DC 20590.
- BRPC will notify the Missouri Department of Transportation of all discrimination complaints within 72 hours by contacting the MoDOT Title VI Coordinator via the External Civil Rights main line at (573) 526-2978; or via email at TitleVI@modot.mo.gov.

If information is needed in another language, contact Kim Meyer, Fiscal Officer at (636) 456-3473.