COMPLAINT PROCESS
FTA Funds

The Oklahoma Department of Transportation (ODOT) uses the following, detailed internal procedures for prompt processing and resolution of all Title VI complaints received directly by any of its divisions or field divisions having responsibilities under the Title VI and the related Nondiscrimination statutes. These procedures include but are not limited to:

1. Any person who believes that he or she, individually, as a member of any specific class, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, as amended, may file a complaint with the Title VI Coordinator with the Civil Rights Division. A complaint may also be filed by a representative on behalf of such a person.

2. In order to have the complaint considered under this procedure, the complaint must be filed no later than 180 calendar days after:

- The date of the alleged act of discrimination; or
- Where there has been a continuing course of conduct, the date on which that conduct was discovered

3. Complaints shall be filed using the department's Title VI Complaint Form (available at https://www.ok.gov/odot/Doing_Business/ODOT_Forms/index.html or by contacting the Civil Rights Division). Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of the recipient, the person shall be interviewed by the Title VI Coordinator. If necessary, the Title VI Coordinator will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled in the usual manner.

Complaints should be directed to:
Oklahoma Department of Transportation
Civil Rights Division
Attention: Title VI Coordinator
200 N.E. 21st Street, Room 1-C1
Oklahoma City, OK 73105-3204

4. Upon receipt of the signed complaint form, the Title VI Coordinator will log-in the complaint, determine the basis of the complaint, authority/jurisdiction, and who should conduct the investigation.

5. The Title VI Coordinator reviews and determines the appropriate action regarding every Title VI complaint. The department will not proceed with or continue a complaint investigation if:

a. The complaint is, on its face, without merit
b. The same allegations and issues of the complaint have been addressed in a recently closed investigation or by previous federal court decisions.
c. The complainant's or injured party's refusal to cooperate (including refusal to give permission to disclose his or her identify) has made it impossible to investigate further.

6. Within ten (10) business days, the Title VI Coordinator will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to be taken to process the allegation(s). The notification letter and the follow-up telephone call shall contain(s):

a. The basis of the complaint.
b. A brief statement of the allegation(s) over which the department has jurisdiction.
c. A brief statement of the department's jurisdiction over the recipient to investigate the complaint; and
d. An indication of when the parties will be contacted.

7. The Title VI Coordinator will investigate the complaint and log the following information within ten (10) calendar days of receipt of the allegation(s):

a. Name, address, and phone number of the complainant.
b. Email address if available.
c. Basis of complaint (i.e., race, color, national origin, sex, age, disability/handicap).
d. Date of the alleged discriminatory act(s).
e. Date of complaint received by the recipient.
f. A statement of the complaint.
g. Other agencies (state, local or Federal) where the complaint has been filed.
h. An explanation of the actions the recipient has taken or proposed to resolve the issue(s) raised in the complaint.

8. Within sixty (60) calendar days from the date the original complaint was received, the Title VI Coordinator will conduct and complete an investigation of the allegation(s)

9. The Title VI Coordinator will conduct an in-depth, personal interview with the complainant(s). Information gathered in this interview includes: identification of each complainant by race, color, sex, age, national origin, disability/handicap, or income status; name of the complainant; a complete statement concerning the nature of the complaint, including names, places, and incidents involved in the complaint; the date the complaint was filed; and any other pertinent information the investigation team feels is relevant to the complaint. The interviews are recorded either on audio tape or by taking notes. Every effort will be made to obtain early resolution of complaints at the lowest possible level.

10. Within ninety (90) calendar days of receipt of the complaint, the Title VI Coordinator will issue a "Letter of Findings" to the complainant.

11. The complainant has within twenty (20) calendar days of receipt of the "Letter of Findings" to request an in-person hearing or choose to submit explanation and documentation if he/she wishes to appeal the decision. All appeals must be submitted to:

Civil Rights Division
Attention: Division Manager
200 NE 21st Street
Oklahoma City, OK 73105
Phone: 405.521.3186
Fax: 405-522-4895
Oklahoma Relay: 1-800-722-0353

The appeal will be reviewed by the Appeals Committee, which consists of representatives from the Civil Rights Division, Transit Division, and General Counsel's Office. The Complainant will receive a final decision within thirty (30) calendar days.

12. If the complaint cannot be resolved by the Department to the satisfaction of all parties concerned, the party not satisfied is advised of his or her right to appeal pursuant to Title 49, Code of Federal Regulations, Part 21. The appeal must be filed, in writing no later than 180 calendar days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary to:

U.S. Department of Transportation
400 Seventh Street Southwest
Washington, D.C. 20590

A complaint may be filed with the Secretary; U.S. Department of Transportation, before, during, or after the complaint has been filed with the Oklahoma Department of Transportation.