

TITLE VI COMPLAINT PROCESS

If an individual believes that they have received discriminatory treatment by the NFRMPO on the basis of race, color or national origin, they have the right to file a complaint with the NFRMPO Title VI Coordinator. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

The preferred method is for an individual to file the complaint in writing using the Title VI Complaint Form (Appendix G) and by mail or drop off in person to the address below. Complaints can also be filed via email to Becky Karasko, Title VI Coordinator, at bkarasko@nfrmpo.org.

Title VI Coordinator
North Front Range Metropolitan Planning Organization
419 Canyon Ave., Suite 300. Fort Collins, Co 80521

Verbal complaints are accepted and transcribed by the Title VI Coordinator. To make a verbal complaint, an individual can call (970) 221-6243 and ask for the Title VI Coordinator.

Individuals also have the right to file a complaint with an external entity such as the Colorado Department of Transportation (DOT), a federal or state agency, or a federal or state court.

Should a complaint be filed with the NFRMPO and an external entity simultaneously, the external complaint shall supersede the NFRMPO complaint and the NFRMPO's complaint procedures will be suspended pending the external entity's findings.

Investigations

Within ten (10) calendar days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously). The investigation will address complaints against any NFRMPO department(s) and/or persons.

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within sixty (60) calendar days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the Executive Director.

The complainant will receive a letter stating the final decision of the Executive Director by the end of the sixty (60) day time limit.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the Department of Transportation, the Justice Department or to the agency responsible for Title VI and ADA complaints.

Record Keeping

Records of all Title VI related complaints and investigations will be kept for forty eight (48) months. Records will include the date that the complaint or investigation was filed, a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the NFRMPO or sub-recipient in response to the investigation, lawsuit, or complaint.