

APPENDIX C

Tri-County Regional Planning Commission Peoria, Illinois

DISCRIMINATION COMPLAINT PROCEDURE

Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color, or national origin in programs and services funded, in whole or part, by financial assistance from the United States Government. Certain services and programs operated or sponsored by the Tri-County Regional Planning Commission (TCRPC) are subject to the requirements and obligations of Title VI. It is the intention of TCRPC to fully comply with Title VI.

Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination on the basis of race, color, or national origin or other discrimination prohibited by Title VI of the Civil Rights Act of 1964, as amended, may file a complaint with TCRPC or the Federal Transit Administration (FTA). A complaint may also be filed by a representative on behalf of such a person. All Title VI complaints will be referred to the TCRPC Executive Director, or his or her designee, to track, investigate and document.

In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:

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

TCRPC may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for so doing.

How to File A Complaint to TCRPC

A person with a Title VI or other complaint may submit the complaint to TCRPC using the following procedures:

1. A complaint may be submitted in writing and must include the person's name and contact information, the date of the incident, the circumstances surrounding the claimed discrimination, and the identity of the person, department, or service that caused the complaint. Written complaints shall be signed by the complainant and/or the complainant's

representative. Complaints may be sent via mail, email, or hand delivered. The Complaint Form can be found at the end of this document.

2. A complaint may be taken verbally and must include the person's name and contact information, the date of the incident, the circumstances surrounding the claimed discrimination, and the identity of the person, department or service that caused the complaint. In the event that a person makes a verbal complaint of discrimination to an officer or employee of TCRPC, the person may be interviewed by the Executive Director. If necessary, the Executive Director or his or her designee will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature.
3. Persons with a complaint may request a neutral third party to hear a verbal complaint or assist with a written complaint. The selection of the neutral third party shall be made cooperatively between TCRPC and the person filing the complaint.
4. All complaints shall be addressed to the TCRPC Executive Director.

TCRPC Complaint Procedure

1. Within 10 days, the Executive Director will:
 - Acknowledge receipt of the allegation,
 - Inform the person filing a complaint (the complainant) of action taken or proposed action to process the allegation, and
 - Inform the complainant that the complaint may be either filed directly with TCRPC or with other appropriate departments such as the Federal Transit Administration (FTA). The contact information for those agencies will be provided should the person opt to file directly with them. TCRPC's Executive Director shall be responsible for follow-up and monitoring FTA action.
2. If the complainant opts to file the complaint with TCRPC, the Executive Director will direct the complaint to the appropriate Program Manager for a fact-finding review.
3. Within 60 days, the Program Manager will conduct an investigation of the allegation and, based on the information obtained, will render a recommendation for action in a report of findings to TCRPC's Executive Director and Personnel Committee. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
4. If the complaint is valid and supported by facts, the Executive Director and Personnel Committee will order corrective action to be taken. The Executive Director will also provide the appropriate federal agency with a copy of this decision and summary of findings upon completion of the investigation.

5. Within 90 days of receipt of the complaint, TCRPC will notify the complainant in writing of the final decision reached. If the proposed remedy is acceptable to the complainant, the matter is concluded.
6. If the proposed remedy is not acceptable, TCRPC will advise the complainant how to file the complaint with the FTA.

To file a Title VI complaint or to request additional information about TCRPC's non-discrimination obligations and policies, contact:

Tri-County Regional Planning Commission
456 Fulton Street, Suite 401
Peoria, IL 61602
309-673-9330

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, D.C., 20590

**PEORIA/PEKIN URBANIZED AREA TRANSPORTATION STUDY
Complaint Form**

Instructions: Fill out this form, sign it, and submit via US Mail or by Hand Delivery

| | |
|---|-----------------------|
| Name | Phone |
| Address | City, State, Zip Code |
| | |
| Name of Employee That You Believe Discriminated Against You | |
| Date or Dates of Alleged Incident: | |
| Type of Discrimination (Circle All That Apply) | |
| Race | Retaliation |
| Sex | Familial Status |
| Religion | |
| Color | National Origin |
| Age | Disability |
| Other | |
| Explain clearly how discrimination occurred and who participated in the discrimination. Include how you were treated unfairly. Attach any other documents that relate to your case. | |
| Signature | Date |