
PROCEDURES

1. Any person who believes they – or a specific class of persons – were subjected to discrimination on the basis of race, color, or national origin in the programs and activities of a primary Recipient of Federal financial assistance (e.g., a State DOT) or Subrecipient (e.g., a town, county, or planning organization that receives Federal financial assistance through a primary Recipient) may file a Title VI complaint.
 - a. Complaints related to the Federal-aid highway program may be filed with a Recipient State DOT, FHWA Division Office, the FHWA Headquarters Office of Civil Rights (HCR), the USDOT Department Office of Civil Rights, or the USDOJ.
 - b. According to USDOT regulations, 49 CFR §21.11(b), a complaint must be filed not later than 180 days after the date of the last instance of alleged discrimination, unless the time for filing is extended by the processing agency.
 - c. Complaints should be in writing and signed and may be filed by mail, fax, in person, or email. However, the complainant may call the receiving agency and provide the allegations by telephone, and the agency should transcribe the allegations of the complaint as provided over the telephone and send a written complaint to the complainant for correction and signature. A complaint should contain the following information:
 - A written explanation of the alleged discriminatory actions;
 - The complainant’s contact information, including, if available: full name, postal address, phone number, and email address;
 - The basis of the complaint (e.g., race, color, national origin);
 - The names of specific persons and respondents (e.g., agencies, organizations) alleged to have discriminated;
 - Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that received Federal financial assistance; and
 - The date(s) of the alleged discriminatory act(s) and whether the alleged discrimination is ongoing.
 - d. All complaints should be routed to the FHWA Headquarters Office of Civil Rights (HCR) for processing. HCR is responsible for all determinations regarding whether to accept, dismiss, or transfer Title VI complaints filed against State DOTs or Subrecipients of Federal financial assistance.
 - e. Complaints should be forwarded from the initial receiving agency through the Federal-aid highway oversight hierarchy until the complaint reaches HCR. For example, if a complaint is filed with a Subrecipient, that receiving agency should forward the complaint to the State DOT, which should forward the complaint to the State’s FHWA Division Office, which should forward the complaint to HCR. If a complaint is filed with a State DOT, then the State DOT should forward the complaint to the State’s FHWA Division Office, which should forward the complaint to HCR.
 - f. State DOTs and Subrecipients must log all complaints received.
 - g. When HCR decides on whether to accept, dismiss, or transfer the complaint, HCR will notify the complainant, the FHWA Division Office, State DOT, and Subrecipient (where applicable).
 - h. Complaints may also be sent to HCR directly at:

Postal Mail:	Federal Highway Administration U.S. Department of Transportation Office of Civil Rights 1200 New Jersey Avenue, SE 8 th Floor E81-105 Washington, D.C. 20590
Email:	CivilRights.FHWA@dot.gov FHWA.TitleVIcomplaints@dot.gov
Fax:	202-366-1599
Questions?	202-366-0693