

Nashua Regional Planning Commission Metropolitan Planning Organization Title VI Complaint Procedure

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the Nashua Regional Planning Commission Metropolitan Planning Organization.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the NRPC MPO may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the Title VI Coordinator at the following address:

MPO Coordinator
Nashua Regional Planning Commission
9 Executive Park Drive, Suite 201
Merrimack, NH 03054
Phone: (603) 424-2240

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, creed, national origin, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.
4. The MPO will notify the New Hampshire Department of Transportation of all formal complaints within five (5) business days of receiving a complaint.

5. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
6. Within 15 business days from receipt of a complete complaint, the MPO will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Executive Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of the MPO's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
7. When the MPO does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
8. If the complaint has investigative merit, the Executive Director or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
9. The Executive Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
10. If the Complainant is dissatisfied with MPO resolution of the complaint, he/she has the right to file a complaint with the New Hampshire Department of Transportation at the following address:

Title VI Coordinator
New Hampshire Department of Transportation
P.O. Box 483, 7 Hazen Drive
Concord, NH 03302-0483
Phone: (603) 271-3734
TTY Access: (800) 735-2964

Nashua Regional Planning Commission Metropolitan Planning Organization Title VI Complaint Form

The purpose of Title VI, and its amendments, is to ensure that no person in the United States shall, on the grounds of race, color, national origin, sex, age, creed, disability, or income status, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the U.S. Department of Transportation. The NRPC MPO's Title VI Civil Rights Program's objectives are to prevent the denial, reduction or delay of benefits to minority and low income populations, ensure full and fair participation by affected populations in transportation decisions, and ensure that policies and programs of the NRPC MPO avoid producing disproportionately negative effects on minority and low income populations.

If you wish to file a complaint, please complete the form below and explain as clearly as possible what happened and why you believe you were discriminated against.

Name:				
Address:				
Telephone (Home):			Telephone (Work):	
E-Mail Address:				
Representative Name (If Applicable)		Relationship to Complainant:		Telephone:
Mailing address, City, State, Zip Code:				
Date of Alleged Discrimination (Month, Day, Year): _____				
You were discriminated against on the basis of (check all that apply):				
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> Age	<input type="checkbox"/> Family Status	<input type="checkbox"/> Religion
<input type="checkbox"/> Retaliation	<input type="checkbox"/> National Origin	<input type="checkbox"/> Sex	<input type="checkbox"/> Disability	<input type="checkbox"/> Other
Please explain as clearly as possible what happened and how you were discriminated against. Indicate all who were involved and be sure to include how other persons were treated differently than you. Please attach any written material pertaining to your case.				
Signature:			Date:	

TITLE VI COMPLAINT FORM