

CENTRAL FLORIDA REGIONAL PLANNING COUNCIL (CFRPC)

DISCRIMINATION COMPLAINT PROCEDURE

Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color and national origin in programs and activities receiving federal financial assistance. As a sub-recipient of the Florida Department of Transportation (FDOT) federal funds, the CFRPC has adopted the following Title VI Complaint Procedure.

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation, by any CFRPC FTA program or activities, as prohibited by the Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. All written complaints received by the CFRPC shall be referred immediately by the CFRPC's Title VI Coordinator to the FDOT's District One Title VI Coordinator for processing accordance with approved State procedures.

Written complaints may be sent to:

Title VI Coordinator
Central Florida Regional Planning Council
555 E. Church Street
Bartow, FL 33830

2. Verbal and non-written complaints received by the CFRPC shall be resolved informally by the CFRPC's Title VI Coordinator. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the CFRPC Title VI Coordinator shall refer the Complainant to the FDOT's District One Title VI Coordinator for processing in accordance with approved State procedures.
3. The CFRPC's Title VI Coordinator will advise the FDOT's District One Title VI Coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FDOT's District One Title VI Coordinator:

- (a) Name, address, and phone number of the Complainant.
 - (b) Name(s) and address (es) of Respondent.
 - (c) Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation).
 - (d) Date of alleged discriminatory act(s).
 - (e) Date of complaint received by the CFRPC
 - (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 CFRPC has taken or proposed to resolve the allegation(s) raised in the complaint.
4. Within ten (10) calendar days, the CFRPC's Title VI Coordinator will acknowledge receipt of the allegation(s), inform the Complainant of the action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the CFRPC's Equal Opportunity Office (EOO).
 5. Within sixty (60) calendar days, the CFRPC's Title VI Coordinator will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the CFRPC Director.
 6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the CFRPC Director will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the FDOT's District One title VI Coordinator with a copy of this decision and summary of findings.
 7. [The CFRPC's Title VI Coordinator will maintain a log of all verbal and non-written complaints received by the CFRPC. The log will include the following information:
 - a. Name of Complainant
 - b. Name of Respondent
 - c. Basis of Complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation)

- d. Date of verbal or non-written complaint was received by the CFRPC.
- e. Date CFRPC notified the FDOT's District One Title VI Coordinator of the verbal or non-written complaint(s).
- f. Explanation of the actions the CFRPC has taken or proposed to resolve the issue raised in the complaint.

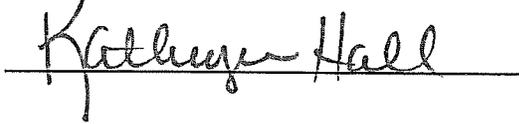
APPROVED THIS 10th DAY OF DECEMBER, 2014

CENTRAL FLORIDA REGIONAL PLANNING COUNCIL.

A handwritten signature in cursive script, reading "W. Patrick Huff", is written over a horizontal line.

W. Patrick Huff, Chairman

Attest:

A handwritten signature in cursive script, reading "Katherine Hall", is written over a horizontal line.