

ECWRPC Complaint Procedure

ECWRPC's Complaint Procedure is made available in the following locations:

- Agency website, in its entirety – www.ecwrpc.org
- ECWRPC office – 400 Ahnaip Street, Suite 100, Menasha, WI 54952

If information is needed in another language, contact 920.751.4770.

Si se necesita informacion en otro idioma de contacto, 920.751.4770.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 920.751.4770.

Overview

East Central Wisconsin Regional Planning Commission (ECWRPC) is committed to ensuring that no person is excluded from, participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities or services administered by ECWRPC in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

Right to File Complaints

ECWRPC uses the following procedures for prompt processing of all civil rights complaints relating to any program, activity or service administered by ECWRPC or its contractors, consultants, lessors receiving Federal financial assistance. These procedures do not deny the right of the Complainant to file formal complaints with other state or federal agencies or seek private counsel for complaints alleging discrimination.

Any individual, group of individuals, or entity that believes they have been subjected to discrimination or retaliation prohibited by Title VI nondiscrimination provisions by ECWRPC may file a complaint with the following:

1. ECWRPC, Kim Biedermann, Title VI Coordinator at 920.751.4770, (for hearing impaired, please use Wisconsin Relay 711 service - <https://wisconsinrelay.com>; email staff@ecwrpc.org; or visit our office at 400 Ahnaip Street, Suite 100, Menasha, WI 54952.
2. Wisconsin Department of Transportation (WisDOT), Taqwanya Smith, Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Email: taqwanya.smith@dot.wi.gov, 4822 Madison Yards Way, 5th Floor South, Madison, WI 535705. For more information, visit the [WisDOT Title VI-ADA website](#).
3. U.S. Department of Transportation, Federal Highway Administration (FHWA), Office of Civil Rights. 1200 New Jersey Avenue, SE, 8th Floor E81-105, Washington, DC 20590, Phone: (202) 366-0693, email: FHWA.TitleVIcomplaints@dot.gov

4. U.S. Department of Transportation, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590, Phone: 1-888-446-4511 or 711(Relay), email: FTACivilRightsCommunications@dot.gov

Procedures

Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficient (LEP) by ECWRPC may file a complaint by completing and submitting ECWRPC's Complaint Form.

The Complaint Form may also be used to submit general complaints to ECWRPC.

ECWRPC investigates complaints received no more than 180 business days after the alleged incident. ECWRPC will process complaints that are complete.

Once the complaint is received, ECWRPC will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, ECWRPC will follow the steps listed in this complaint procedure. ECWRPC may also use this formal procedure to address general complaints. If ECWRPC determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by ECWRPC as a civil rights complaint.

ECWRPC has 30 business days to investigate the civil rights complaint. If more information is needed to resolve the case, ECWRPC may contact the complainant.

The complainant has 20 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 20 business days ECWRPC can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI/ADA violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, the complainant has 15 business days after the date of the letter or the LOF to do so.