Northwest Arkansas Regional Planning Commission
Title VI Complaint Procedures

"No Person shall, on the grounds of race, color, or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal assistance." – Civil Rights Act of 1964

Your Civil Rights

Title VI, 42 U.S.C. §2000d et seq., was enacted as part of the landmark Civil Rights Act of 1964. It prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance. It is the full intent of the NWARPC MPO to operate its programs without regards to race, color, and national origin.

Two Executive Orders define populations that are protected under Title VI:

- Executive Order 12898 is concerned with environmental justice for minority and low-income populations.
- Executive Order 13166 is concerned with providing equal access to services and benefits for individuals with limited English proficiency.
- Guidance for the NWARPC Title VI program can be found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

NWARPC has established a process for investigating and resolving complaints discrimination related to MPO services, programs and its office.

NWARPC's Title VI Coordinator is responsible for overseeing investigations and responses to complaints of discrimination based on disability.

- Required complaint information includes:
  - Complainant's name, mailing address and daytime phone number.
  - Specific information relating to the incident in question: date, time, location, how the person was discriminated based upon disability, and any other applicable details.

Complaints with incomplete information may result in delayed investigations and responses. NWARPC will not respond to complaints without the complainant's name and mailing address.

- Complaints may be submitted to NWARPC as follows:
  - By telephone to NWARPC, 479-751-7125. The Title VI Coordinator will speak to the complainant and obtain detailed information relating to the complaint. Information obtained from the telephone interview will be recorded in writing and read to the complainant.
  - In writing to the NWARPC Title VI Coordinator, 1311 Clayton, Springdale, AR 72762. Complaints may also be faxed to 479-751-7150 or emailed to cscott-silkwood@nwarpc.org.
  - In person at NWARPC, 1311 Clayton, Springdale, AR 72762. Normal office hours are from 8:00 am until 5:00 pm, Monday through Friday. It is advisable to call the Title VI Coordinator in advance to schedule an appointment.

Within three business days upon receipt of a complaint, a letter will be mailed to the complainant with the following information:

- Acknowledgment that the complaint has been received and is pending investigation.
- Estimated date by which a response will be sent to the complainant.

The Title VI Coordinator will investigate the complaint and respond in writing within a reasonable time, not to exceed 30 days from the receipt of the complaint. The response will provide information concerning the resolution of the complaint.

A record of all Title VI complaints will be maintained by NWARPC for a minimum of five years. Each record will include the name and address of the complainant, nature of the complaint, problems identified, resolution of the complaint and any resulting modification made to a NWARPC program, service or its office facility.

Northwest Arkansas Regional Planning Commission
Title VI Complaint Form

Section I.
Name: _____

Address: _____

Telephone Numbers: (Home/Cell)_____(Work)_____

Email Address: _____

Accessible Format Requirements
Large Print ____ Audio tape _____ TDD ____Other_____

Section II.
Are you filing this complaint on your own behalf? Yes ____ No ____

[If you answered "yes" to this question, go to **Section III**.]

If not, please supply the name and relationship of the person for whom you are complaining:
_____

Please explain why you have filed for a third party. _____
_____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes ____ No ____

Section III.
Have you previously filed a complaint with NWARPC? Yes____ No___

If yes, what was your Complaint Number? _____

[Note: This information is needed for administrative purposes; we will assign the same complaint number to the new complaint.]

Have you filed this complaint with any of the following agencies?
Transit Provider _____ Department of Transportation ____ Federal Transit Administration _____
Department of Justice_____ Equal Employment Opportunity Commission _____
Other _____

Have you filed a lawsuit regarding this complaint? Yes_____ No____

If yes, please provide a copy of the complaint form.

[Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.]

Section IV.
Name of Agency complaint is against:
_____

Contact person: _____ Title: _____

Physical Address: _____

Telephone number: _____

On separate sheets if necessary, please describe your complaint. You should include specific details such as names, dates, times, witnesses, location and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.
_____
_____
_____
_____
_____
_____
_____
_____

Section V.
May we release a copy of your complaint to the Agency the complaint is against? Yes ____ No ____

May we release your identity to the Agency? Yes ____ No ____

Please sign here: _____

Date: _____
[Note – We cannot accept your complaint without a signature.]

[Administrative – Original Complaint Number _____]

Please mail your completed form to: Title VI Program Coordinator, NWARPC, 1311 Clayton Street, Springdale, AR 72762

NORTHWEST ARKANSAS REGIONAL PLANNING COMMISSION NOTICE OF NONDISCRIMINATION

The Northwest Arkansas Regional Planning Commission (NWARPC) complies with all civil rights provisions of federal statues and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, the NWARPC does not discriminate on the basis of race, sex, color, age, national origin, religion or disability, in the admission, access to and treatment in NWARPC's programs and activities, as well as the NWARPC's hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the NWARPC's nondiscrimination policies may be directed to Celia Scott-Silkwood, AICP, Regional Planner – EEO/DBE (ADA/504/Title VI Coordinator), 1311 Clayton, Springdale, AR 72762, (479) 751-7125, (Voice/TTY 7-1-1 or 1-800-285-1131) or the following email address: cscott-silkwood@nwarpc.org. This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille.