

APPENDIX A: Title VI Complaint Procedures

The Wichita Area Metropolitan Planning Organization (WAMPO) has in place Title VI Complaint Procedures, which outlines a process to receive, review, and address Title VI complaints.

If you believe that WAMPO's federally funded programs have discriminated against your civil rights on the basis of race, color, national origin, age, disability, religion, sex, or income, you may file a written complaint following the procedures outlined below.

TITLE VI COMPLAINT PROCEDURE

1. **Submission of Complaint:** Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, national origin, age, sex disability, religion, or low-income status has been excluded from or denied the benefits of, or subjected to discrimination caused by the MPO may file a written complaint with WAMPO's Transportation Planning Manager. A sample complaint form may be downloaded from WAMPO's website or is available in hard copy. Such complaints must be filed within 60 calendar days after the date the discrimination occurred. *Note: Assistance in the preparation of any necessary written material will be provided to a person or persons as requested.* Complaints should be mailed to:

Wichita Area Metropolitan Planning Organization

Transportation Planning Manager

455 N. Main, 10th floor

Wichita, KS 67202-1688

2. **Referral to Review Officer:** Upon receipt of the complaint, WAMPO's Transportation Planning Manager shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint, in consultation with an a legal representative. The Complainant may speak or meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date the MPO received the complaint. If more time is required, WAMPO's Transportation Planning Manager shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available or necessary to provide resolve. The staff review officer(s) may/may not recommend improvements to the MPO's processes relative to Title VI. The staff review officer(s) shall forward their recommendations to WAMPO's Transportation Planning Manager. WAMPO's Transportation Planning Manager shall issue the MPO's written response to the Complainant.
 - If necessary, the Technical Advisory Committee (TAC) and/or the Transportation Policy Body (TPB) will be notified of the complaint.

- Upon receipt of a complaint, WAMPO shall forward a copy of this complaint and the resulting written response to the KDOT Office of Civil Rights.
3. **Request for Reconsideration:** If the Complainant disagrees with the WAMPO Transportation Planning Manager's response, he or she may request reconsideration. Reconsideration requests must be sent in writing to the WAMPO Transportation Planning Manager within 10 calendar days after receipt of the WAMPO Transportation Planning Manager's response. The request for reconsideration shall be sufficiently detailed to contain any items the complainant feels were not fully understood by WAMPO's Transportation Planning Manager. WAMPO's Transportation Planning Manager will notify the Complainant of his or her decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where WAMPO's Transportation Planning Manager agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with paragraph 2 above.
 4. **Appeal:** If the request for reconsideration is denied, the Complainant may appeal the WAMPO Transportation Planning Manager's response by submitting a written appeal to the Transportation Policy Body (TPB) no later than 10 calendar days after receipt of the WAMPO Transportation Planning Manager's written decision to reject reconsideration.
 5. If the Complainant is dissatisfied with the MPO's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the Kansas Department of Transportation (KDOT) for investigation at the address below.

KDOT Office of Civil Rights
Eisenhower State Office Building
700 Southwest Harrison
3rd Floor West
Topeka, KS 66603