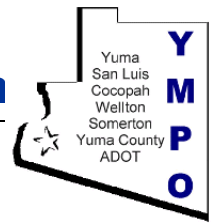


# Yuma Metropolitan Planning Organization

230 W. Morrison St.  
Yuma, Arizona 85364  
[www.ympo.org](http://www.ympo.org)

Phone: (928) 783-8911  
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*Local Governments and  
Citizens Working Together*

## YUMA METROPOLITAN PLANNING ORGANIZATION TITLE VI COMPLAINT PROCEDURE

The Yuma Metropolitan Planning Organization (YMPO) is committed to ensuring that no person is excluded from participating in, or denied the benefits of, its services or programs on the basis of race, color or national origin as afforded under Title VI of the Civil Rights Act of 1964. The Yuma Metropolitan Planning Organization, as a federal grant recipient, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of **race, color, or national origin**, be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

This document outlines the Title VI complaint procedures related to providing programs, services and benefits. It does not, however, deny the complainant the right to file formal complaints with the Arizona Department of Transportation, the Secretary of the U.S. Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Two Executive Orders extend Title VI protections to the **Complaint Procedure**. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency (LEP). The YMPO is committed to enforcing the provisions of Title VI and protecting the rights and opportunities of all persons associated with the YMPO, or affected by its programs.

Any person who believes that they have been subjected to discrimination may file a written complaint with the Yuma County Area Transit management, or the Director of the Office of Civil Rights. Federal and state law requires complaints be filed within one hundred eighty (180) calendar days of the last alleged incident.

1. The complainant may download the complaint form from [www.ympo.org](http://www.ympo.org) or request the complaint form from the Office of Civil Rights (OCR). The complainant may also submit a written statement that contains all of the information identified in Section 3, a through g below.
2. The complaint will include the following information:
  - a. Name, address, and telephone number of the complainant.
  - b. The basis of the complaint (race, color, national origin).
  - c. The date or dates on which the alleged discriminatory event or events occurred.
  - d. The nature of the incident that led the complainant to feel discrimination was a factor.
  - e. Names, addresses and telephone numbers of persons who may have knowledge of the event.
  - f. Other agencies or courts where complaint may have been filed, along with a contact name.]
  - g. Complainant's signature and date.

If the complainant is unable to write a complaint, OCR staff will assist the complainant. If requested by complainant, OCR will provide a language or sign language interpreter.

The complaint may be sent or faxed to the following address:

Arizona Attorney General's Office of Civil Rights  
1275 West Washington St.  
Phoenix, AZ 85007  
602.542.5263  
602.542.5002 (TDD)  
877.491.5742 (toll free)  
877.624.8090 (toll free TDD)  
[civilrightsinfo@azag.gov](mailto:civilrightsinfo@azag.gov)

The complaint may be sent via email to [ympo.org](mailto:ympo.org). Complainants also have the right to complain directly to the appropriate federal agency. Complaints must be filed within one hundred eight (180) calendar days of the last alleged incident.

3. OCR will begin an investigation within fifteen (15) working days of receipt of a complaint.
4. OCR will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, OCR may administratively close the complaint.
5. OCR will complete the investigation within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the Complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.
6. A closing letter will be provided to the complainant. The respondent or respondent department will also receive a copy of the closing letter. Each will have five (5) working days from the receipt of the report to appeal. If neither party appeals, the complaint will be closed.
7. If required, the investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency, the complainant and the respondent.