

AMATS TITLE VI DISCRIMINATION COMPLAINT PROCEDURES

Submission of Complaint

Any person who believes himself, or any specific class of persons, to have been excluded from or denied the benefits of, or subjected to discrimination on the basis of race, color, national origin, or sex (gender) under any AMATS plan, program, or activity, may by himself or by a representative file a written complaint with the AMATS Title VI Coordinator. The complaint form is provided in **Appendix C** of the *AMATS Title VI Nondiscrimination Plan* and is available for download at the following link: <http://www.muni.org/Departments/OCPD/Planning/AMATS>

Hard copies of the complaint form are available from the AMATS Title VI Coordinator at 4700 Elmore Road. Upon request, the Title VI Coordinator will mail the complaint form.

The AMATS complaint procedures are translated into Spanish, Tagalog, and Korean, and are posted to the AMATS Web site, link above. The Title VI Coordinator works with ADOT&PF Civil Rights Office to translate complaints received in languages other than English.

Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons, as requested.

A complaint must be filed not later than 180 days after the date of the alleged discrimination, or where there has been a continuing course of conduct, the date on which that conduct was discontinued, unless the time for filing is extended by the Secretary of Transportation.

Complaint forms should be mailed to:

AMATS Title VI Coordinator
Community Development Department
Municipality of Anchorage
P.O. Box 196650
Anchorage, AK 99519

Alternately, complaints may be mailed to the following:

ADOT&PF Civil Rights Office
2200 East 42nd Avenue, Room 310
Anchorage, AK 99508
Telephone: 1-907-269-0851
Toll free in Alaska only: 1-800-770-6236
Fax: 1-907-269-0847
Alaska Relay: 7-1-1
Web page: <http://www.dot.state.ak.us/cvlrts/index.shtml>

FHWA Alaska Division

Civil Rights Division

P.O. Box 21648

709 West 9th Street, Room 851

Juneau, AK 99802-1648

Telephone: 1-907-586-7418

Fax: 1-907-586-7420

U.S. Department of Justice

Civil Rights Division

950 Pennsylvania Avenue, N.W.

Office of the Assistant Attorney General, Main

Washington, D.C. 20530

Telephone: (202) 514-4609

(TTY): (202) 514-0716

Fax Numbers: (202) 514-0293 | (202) 307-2572 | (202) 307-2839

Recording, Acknowledgement and Resolution of Complaint

Upon receipt, a complaint will be date stamped by the AMATS Title VI Coordinator. The date stamp is important for establishing the timeline for response.

Within five (5) working days of receipt of the complaint, the AMATS Title VI Coordinator shall acknowledge receipt to the Complainant by registered mail, and shall notify the AMATS Chairperson of the complaint for information purposes. The AMATS Title VI Coordinator shall determine the need for additional information from either the Complainant or from staff. The staff review shall be completed no later than 30 calendar days after the date the Title VI Coordinator received the complaint.

All Title VI complaints against AMATS, together with any additional information obtained during the staff review, shall be referred to the ADOT&PF Office of Civil Rights Office and/or the Federal Highway Administration (FHWA) Alaska Division Office for investigation. The ADOT&PF complaint process is available at the following Web site:

<http://www.dot.state.ak.us/cvlrts/titlevi.shtml> The ADOT&PF Civil Rights Office investigator shall work with the AMATS Title VI Coordinator and other staff to implement recommended improvements to any AMATS process relative to Title VI.

Record of Discrimination Complaints Received

The AMATS Title VI Coordinator shall maintain a log of all Title VI discrimination complaints received. This information will be compiled and included in the Annual Compliance Report prepared by the Title VI Coordinator, along with the disposition and resolution of each complaint.