



## **Municipality of Anchorage**

### **DBE Complaint Process**

The DBE complaint process allows a subcontractor to file a complaint with the DBE office for delay or postponement of a payment, Retainage, Fraud or any other DBE related complaint.

The complaint form must be filled out completely and filed with the Municipal DBELO (Disadvantaged Business Enterprise Liaison Officer) within 90 days of the alleged action (or inaction). If you have questions about the complaint form, please contact the DBELO.

Once you have completed the form, follow the steps listed below for filing your complaint. It is important for you to keep copies of your completed complaint form, any notifications or correspondence you receive regarding your complaint, as well as any other correspondence or documentation that is related to your complaint. Please bring those copies to all meetings, reviews, and appeals related to your complaint.

## STEPS FOR FILING YOUR DBE COMPLAINT

### Step 1: Fill Out and Deliver Your Complaint.

a) To be considered by the Municipal DBELO, a complaint must meet the requirements of (b) of this section and must be filed with the Municipal DBELO within 90 days of the date of the alleged action/inaction.

b) A complaint must

1. be in writing;
2. Include the name, address, and, if applicable, the phone number of the complainant;
3. Include the name of the project and prime contractor the complaint is against.

c) Deliver or mail your complaint to

1. Physical Address: Municipality of Anchorage  
Heather MacAlpine  
Municipal DBELO  
632 West 6<sup>th</sup> Avenue, Suite 170  
Anchorage, AK 99501

2. Mailing Address: Municipality of Anchorage  
Heather MacAlpine  
Municipal DBELO  
PO Box 196650  
Anchorage, AK 99519

3. Email Address: [oeo@muni.org](mailto:oeo@muni.org)

### Step 2: Initial Assessment of Complaint

As part of an initial review, the Municipal DBELO shall meet with the complainant, in person or via telecommunication, to attempt to jointly develop a plan to resolve the complaint; the meeting must occur within 10

business days after receipt of the complaint unless the Municipal DBELO authorizes more time for good cause.

### Step 3: Municipal DBELO Review of Complaint

- a. If a satisfactory resolution is not reached through the initial meeting, the complainant may request that the DBELO gather additional information on the complaint.
- b. The DBELO shall conduct this review of an unresolved complaint within 30 business days after receipt of the request for complaint review made under (a) of this section.

### Step 4: Findings

The Municipal DBELO will put findings in writing and deliver to complainant via mail or email within the 30 business days after receipt of the request for review.

### Step 5: Appeal of Municipal DBELO Review

If the complainant wishes to appeal the Municipal DBELO's findings, the complainant must file the appeal to the appropriate federal agency (FAA, FTA or FHWA.)