

**Northwest Arkansas Regional Mobility Authority (NWA RMA)
Complaint Procedure (ADA/504/Title VI)**

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987.

“Any person who believes they, or any specific class of persons, were subjected to discrimination on the basis of race, color or national origin in programs or activities of a Federal-aid Recipient may file a complaint. According to U.S. DOT regulations, 49 CFR § 21.11(b), a complaint must be filed not later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by the investigating agency”.

NWA RMA will keep a log of all Title VI complaints received. The log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken in response to the complaint.

Title VI complaint process

1. When NWA RMA receives a complaint, it will forward the complaint to ARDOT, who will then forward the complaint to the Federal Highway Administration (FHWA) Arkansas Division Office (Division).
2. All Title VI complaints received by the Division Office will be forwarded to the Federal Highway Office of Civil Rights (HCR) for processing and potential investigation.
3. If HCR determines a Title VI complaint against NWA RMA can be investigated by ARDOT, HCR may delegate the task of investigating the complaint to ARDOT. ARDOT will conduct the investigation and forward the Report of Investigation to HCR for review and final disposition.
4. The disposition of all Title VI complaints will be undertaken by HCR, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to the Division Office.

**Northwest Arkansas Regional Mobility Authority (NWA RMA)
Complaint Form (ADA/504/Title VI)**

Northwest Arkansas Regional Mobility Authority (NWA RMA) policy ensures nondiscrimination compliance, on the grounds of race, color, national origin, age, sex, religion (not applicable as a protected group under the FMCSA Title VI Program), disability, limited English proficiency (LEP), or low-income status as provided by Title VI of the Civil Rights act of 1964 and related Nondiscrimination authorities.

Title 42 U.S.C. Sections 2000d

Executive Order 13166 ensures individuals whose first language is not English and has a limited capacity to read, write or understand English have meaningful access to programs, information and services by any entity receiving Federal funding. Please provide the following information necessary to process your complaint. A formal complaint must be filed within 180 days of the occurrence of the alleged discriminatory act. Assistance is available upon request.

Complete this form and return to:

Northwest Arkansas Regional Mobility Authority (NWA RMA)
Attn: Nicole Gibbs, Regional Planner (Title VI /ADA/504 Coordinator)
479-751-7125 (Voice/TTY 711)

Complainant's Name: _____

Address: _____ City: _____

State: _____ Zip Code: _____

Telephone (Home): _____ Telephone (Work): _____

Person(s) discriminated against (if other than complainant)

Name: _____

Address: _____ City: _____

State: _____ Zip Code: _____

Telephone (Home): _____ Telephone (Work): _____

What is the discrimination based on? Race Color National Origin
 Disability Income Limited English Proficiency (LEP) Sex Age

Date of the alleged discrimination: _____ Location: _____

Agency or person that was responsible for the alleged discrimination:

Have you filed this complaint with any other Federal, State, or local agency? If so, whom?

What remedy are you seeking?

List names and contact information of persons who may have knowledge of the alleged discrimination.

Describe the alleged discrimination. Explain what happened and whom you believe as responsible.

The complaint will not be accepted if it has not been signed and dated. You may attach any written materials or other supporting information you think is relevant to your complaint.

Signature

Date