

## TITLE VI COMPLAINT PROCEDURES

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Montrose has authority for accepting complaints for investigation, but complainants may also file complaints with TxDOT or the Federal Transit Administration within 180 days of the alleged offense. If you would like to file with TxDOT, please send a written complaint to TxDOT Public Transportation, 3712 Jackson Avenue, Building 6, 5th floor, Austin, Texas 78731. If you would like to file with FTA, please send a written complaint to FTA Region VI, 819 Taylor Street, Room 8A36, Fort Worth, TX 76102.

Complaints or compliments can be filed to the TIRZ Administrator by email at [info@montrose.tx.org](mailto:info@montrose.tx.org) or [wmorris@knudsonlp.com](mailto:wmorris@knudsonlp.com) or by mail at Knudson & Associates LP, Attn: Walter Morris, 8588 Katy Fwy # 441, Houston, TX 77024. The complainant also has the right to formally file a complaint through the following process. The TIRZ Administrator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

### PROCEDURES

Any individual, group of individuals or entity that believes they have been subjected to discrimination on the basis of race, color, or national origin, as prohibited by Title VI nondiscrimination provisions by Montrose, may file a written complaint. A formal complaint must be filed within 180 calendar days of the alleged occurrence, or when the alleged discrimination became known to the complainant.

1. The complainant must meet the following requirements:
  - a. Present the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
  - b. Present a detailed description of the issues including name(s) and job(s).
  - c. Submit the complaint in writing and signed by the complainant(s).
  - d. Allegations received by fax, e-mail or telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return to Montrose for processing.
2. The complaint must be:
  - a. Filed timely (within 180 days of the alleged act); and
  - b. A Title VI complaint involving discrimination based on race, color, or national origin.
3. A complaint may be dismissed for the following reasons:
  - a. The complainant requests the withdrawal of the complaint;
  - b. The complainant fails to respond to repeated requests for additional information needed to process complaint; or

- c. The complainant cannot be located after reasonable attempts.
4. Once Montrose has all of the documentation associated with the investigation, the complainant will be notified in writing of the determination within ten (10) calendar days. The complaint will receive a case number and then be logged into Montrose's records identifying its basis (race, color, or national origin) and alleged harm.
5. Within 40 calendar days of the acceptance of the complaint, an investigative report will be prepared by the TIRZ Administrator.
  - a. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
6. The TIRZ Administrator will forward the report to Montrose's legal counsel for review.
7. The legal counsel will review the report and associated documentation and will provide input within 10 calendar days with the TIRZ Administrator and have any modifications implemented as needed.
8. Montrose's final investigative report and a copy of the complaint will be forwarded to FTA within 60 calendar days of the acceptance of the complaint. Montrose will notify the parties of its preliminary findings.