



Puget Sound Regional Council

Discrimination Complaint Procedure for PSRC

Federal law prohibits discrimination on the basis of race, color, or national origin in any PSRC program, service, or activity. This prohibition applies to all branches of PSRC, its contractors, consultants, and anyone else who acts on behalf of PSRC.

Complaints related to the Federal-aid programs may be filed with PSRC and will be forwarded to Washington State Department of Transportation – Office of Equity and Civil Rights. If you need assistance to file your complaint or need interpretation services, please contact Nancy Buonanno Grennan, Title VI Coordinator at nbgrennan@psrc.org or 206-464-7527.

Who is eligible to file a complaint?

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any PSRC program, service, or activity because of their race, color, or national origin may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated a discrimination investigation.

How do you file a complaint?

Complaints must be filed no later than 180 days from the last date of the alleged discrimination. Contact Nancy Buonanno Grennan, Title VI Coordinator at nbgrennan@psrc.org or 206-464-7527 if you believe your complaint may fall outside this deadline.

Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact Nancy Buonanno Grennan, PSRC's Title VI Coordinator, at nbgrennan@psrc.org or 206-464-7527.

Complaints should be in writing, signed, and may be filed by mail, fax, in person, on PSRC's website, or e-mail. If a complainant phones PSRC with allegations, the allegations of the complaint will be transcribed as provided by phone and then the written complaint will be sent to the complainant for correction and signature. A sample complaint form is available on PSRC's website.

A complaint should contain the following information:

- The complainant's contact information, including, if available: full name, mailing address, phone number (and best time to call), and email address (if available);
- The basis of the complaint (e.g., race, color, national origin);
- The names of specific person(s) and/or agencies/organizations alleged to have discriminated;
- A description of the alleged discriminatory actions, meaning sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity that receives Federal financial assistance; and
- The date(s) of the alleged discriminatory act(s) and whether the alleged discrimination is ongoing.

All Title VI complaints are logged. The Complaint Log must contain the following information for each complaint filed:

- The name and address of the person filing the complaint.
- The date of the complaint.
- The basis of the complaint.
- The disposition of the complaint.
- The status of the complaint.

The Complaint Log and documentation are destroyed four years (or longer, as may be required by Washington State's Local Government Common Records Retention Schedule) after the end of the fiscal year in which the case is closed.

Once logged, PSRC forwards complaints to WSDOT-Office of Equal Opportunity for processing by FHWA. WSDOT investigates complaints only if delegated by FHWA after acceptance of a complaint. FHWA is responsible for all determinations regarding whether to accept, dismiss, or transfer the complaint and finding no violation or failure to comply. PSRC will also forward the complaint to the FTA for processing under its procedures.

Complainants have the right to file a complaint directly with the federal funding agencies. The following address is where Title VI complaints may be filed directly with FHWA or the FTA:

Federal Highway Administration
U.S. Department of Transportation Office of Civil Rights
8th Floor E81-105
1200 New Jersey Avenue, SE
Washington, DC 20590
CivilRights.FHWA@dot.gov

Office of Civil Rights
Federal Transit Administration
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE Washington, DC 20590
[888-446-4511](tel:888-446-4511)

What happens after a complaint is filed?

If your complaint is forwarded to another agency, you will be provided the name and contact information of the employee handling your complaint. PSRC may conduct its own administrative investigation and the name and contact information for PSRC's investigator will also be provided.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.

FHWA will render final decisions in all cases including those investigated by WSDOT. There are no administrative appeal forums in Title VI complaints. Once FHWA issues its final agency decision, a complaint is closed.

There is no prohibition against a complainant filing a Title VI complaint simultaneously with an LPA, WSDOT, FHWA and the FTA.