

TITLE VI COMPLIANT PROCEDURES
RUTLAND REGIONAL PLANNING COMMISSION
ADOPTED: June 21, 2022

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, national origin, gender, persons with Limited English Proficiency (LEP), low-income status, age, or mental or physical disability, may file a complaint with the Rutland Regional Planning Commission (RRPC).

The mailing address for written complaints is as follows:

Mary Kay Skaza, Title VI Coordinator
Rutland Regional Planning Commission
P.O. Box 430
Rutland, VT 05702

Complaints may also be submitted by telephone or fax. Contact numbers are as follows:

Phone: (802) 775-0871 Fax: (802) 775-1766

Accommodations needed to file a Complaint can be provided by calling: 802-775-0871.

Electronic submission of complaints is also permitted. All complaints related to Title VI discrimination should be addressed to **Mary Kay Skaza, Title VI Coordinator**, at the following address: mskaza@rutlandrpc.org.

Written or faxed complaints must be signed by the complainant. Complaints submitted by telephone or e-mail, or unsigned written or faxed complaints, must be followed by a complaint in writing, signed by the complainant or his/her representative within 10 business days of the initial verbal/electronic/unsigned complaint, if able to do so. If the complainant requires assistance to submit a written document, RRPC staff will interview the complainant and assist the person in converting verbal complaints to writing. This document must be signed by the complainant or his/her representative. Federal and state law requires that the complaint be filed within 180 days of the alleged incident of discrimination.

Once the complaint has been submitted in writing, the RRPC will pursue the following steps in addressing the complaint:

1. RRPC staff will initiate a Title VI Complaint Form (see below).
2. Essential information on the form includes the following:
 - a. date of the incident that is the subject of the complaint;
 - b. time of the incident;
 - c. location of the incident; and,
 - d. circumstances of the incident in as much detail as is available, including description of the issues, and the names and job titles of those individuals perceived as parties in the complaint.
3. The completed form, along with the initial complaint letter and a summary of any other communication, will be submitted to the Executive Director of the RRPC for review. The Executive Director will determine the jurisdiction and acceptability of the complaint and any need for additional information. After any additional information is procured, the Director will determine whether to accept or reject the complaint.

4. The complainant will be provided with a written notification that the RRPC has either accepted or rejected the complaint.
5. A complaint may be rejected for one or more of the following reasons:
 - a. More than 180 days passed between the alleged incident and the filing of the initial complaint;
 - b. The allegation does not involve a basis covered under Title VI, such as race, color, or national origin;
 - c. The allegation does not involve RRPC or one of its sub-recipients of federal funds;
 - d. The complainant fails to respond to repeated requests for additional information needed to process the complaint; or,
 - e. The complainant cannot be located after reasonable attempts.
6. An accepted complaint will be assigned a case number and be logged in a database maintained by the RRPC identifying the complainant's name, date of incident, alleged harm, and the race, color, national origin, gender, age or disability of the complainant.
7. The Title VI Coordinator will initiate an investigation of the complaint, assisted by other members of the RRPC as necessary, and complete a report within 90 days of the acceptance of the complaint. The 90 days may be extended as needed in the discretion of the Title VI Coordinator, with written notice. The report shall include a narrative description of the incident, identification of the persons interviewed, findings, and recommendations for disposition.
8. The report will be reviewed by the Executive Director of the RRPC and referred to legal representation, if deemed appropriate. The Executive Director will accept or reject the recommendation for disposition, in consultation with legal representation, and if the individuals involved are found to be in noncompliance with Title VI, remedial actions will be determined.
9. The results of the investigation and the Executive Director's determination will be mailed to the complainant. Notice shall include information regarding appeal rights of the complainant and instructions for initiating such an appeal. Notice of appeals are as follows:
 - a. RRPC will reconsider the determination if new facts come to light.
 - b. If the complainant is dissatisfied with the determination and/or resolution set forth by RRPC, the same complaint may be submitted to the Vermont Agency of Transportation (VTrans) for investigation either online at: <https://vtrans.vermont.gov/civil-rights/compliance/titlevi/complaint> or submitted by mail to:

**VTrans Office of Civil Rights & Labor Compliance,
219 North Main Street,
Barre, VT 05641 Phone: 802-249-9291**
10. A copy of the complaint and RRPC's investigation report, letter of finding and remedial action plan will be submitted to VTrans within 120 days of the initial receipt of the complaint.
11. A summary of the complaint resolution will be added to the database at RRPC and this information will be included as part of the next Title VI update to VTrans.