

Central Florida Expressway Authority

Title VI Nondiscrimination Complaint Procedures

Central Florida Expressway Authority (CFX) has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discriminatory actions. Any person who believes that he/she has been subjected to discrimination based upon race, color, national origin, disability or familial status may file a Complaint with CFX's Supplier Diversity Director.

The Supplier Diversity Department is responsible for developing, implementing and updating CFX's policies and procedures supporting civil rights statutes and provides assurance of nondiscrimination in programs and activities that receive Federal financial assistance under Title VI of the Civil Rights Act of 1964 and the Civil Rights Restoration Act of 1987. Programs or activities that are covered by Title VI applies to an entire agency or institution if any part of the agency or institution receives Federal financial assistance

Complaint:

Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities listed in the CFX procedures, based on race color, national origin, sex, age, disability, religion, or familiar status may file a written complaint. The complaint may be filed by the affecting person or representative

Time limits for Filing:

A formal complaint must be filed no later than 180 calendar days after the following:

1. The date of the alleged action of discrimination or
2. The date when the person(s) became aware of the alleged discrimination or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued or the latest instance of the conduct

Informal (Verbal or Non-Written) Complaints:

The Supplier Diversity Department will attempt to resolve informal (verbal and non written) issues internally within CFX. If the issue has not been satisfactorily resolved through formal means, or if at any time the person(s) request(s) to file a formal (written) complaint, the Director of Supplier Diversity shall follow the procedures

1. Receive complaint form that is attached to this procedure already filled out.
2. Complaint form shall include the following information:
 - a. The name, street address and telephone number of the persons making the complaint
 - b. The name and address of the person or persons alleged to have committed the act of discrimination;
 - c. Date of alleged discrimination (race, color, national origin, sex, age, disability, religion, familial status or retaliation)

- d. Basis of the alleged discrimination (race, color, national origin, sex age, disability, religion, familial status or retaliation);
 - e. Brief description of the alleged discrimination action and the personal harm including dates and location of events
 - f. Names and contact information of witnesses is any and
 - g. Signature of person making the complaint and the date the complaint was signed
 - h. Present a detailed description of the facts that led the complainants to believe that discrimination has occurred, including names and job titles of those individuals perceived as parties in the complained of incident.
 - i. Allegations received by fax or e-mail will be acknowledged and processed, once identity of the complainants and the intent to proceed with the complaint have been established.
3. Complaints filed in alternate formats from persons with disabilities will be accepted. The complaint may be filed on a storage device, by audio tape or in braille. If the complainants is/are unable to write and cannot have someone write out the complaint or cannot tape it, CFX staff will write out the complaint to him or her for signature. The complainants will be asked in what format he or she would like written documents sent to him or her, generally, documents should be sent in the format in which the complaint was received from the complainants
 4. The Director of Supplier Diversity will promptly review the information to resolve issues or to conduct an investigation, within 10 calendar days the Director of Supplier Diversity will notify the Complainant of actions taken or proposed actions to resolve the issues and advise the Complainant of other avenues for readdress available.
 5. Within sixty (60) calendar days, CFX will conduct and complete the investigations of the complaint and render a recommendation for actions in a report of findings to the CFX's Executive Director. If the complainant is not satisfied with the final decision rendered the Complainant will be notified of his or her right to file a formal complaint to Federal Highway Administration Title VI representative

Agencies Authorized to Receive Formal Complaints:

Formal complaints should be submitted either to CFX, Federal Highway Administration or U.S. Department of Justice. Complaints filed with CFX in which CFX is named as the Respondent will be forwarded to Federal Highway Administration.

Upon receipt of a formal complaint, the Title VI/Nondiscrimination Coordinator(Supplier Diversity Director) will assess it for sufficiency, obtain additional information, if necessary and provide it to the appropriate federal agency for assignment and disposition.

Regardless of the assignment of the complaint investigation, all copies of formal complaints are provided to the appropriate US DOT modal agency for tracking and reporting

Formal complaints may be dismissed for any of the following circumstances:

1. The complainant requests the withdrawal of the complaint
2. The complainant fails to respond to requests for additional information needed to process complaint
3. The complainant cannot be located after reasonable attempts.

Processing Formal Complaints:

Complaints filed against CFX will be processed and investigated by Florida Highway Administration Title VI representative in accordance with the FHWA approved complaint procedures as required under 23 CFR Part 200.

Final Agency Decisions:

1. All final agency decisions and dismissals will be issued by FHWA