County of Adams MPO
Title VI Complaint Procedures

Purpose:

The County of Adams Title VI Complaint Procedures are written to specify the process employed by the County to investigate complaints, while ensuring due process for complainants and respondents. The process does not preclude the County of Adams from attempting to informally resolve complaints.

These procedures apply to all external complaints relating to any program or activity administered by Adams County and/or its sub-recipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended (including Disadvantaged Business Enterprise and Equal Employment Opportunity components), which prohibits discrimination based on race, color, or national origin. Programs and activities include, but are not limited to, the following:

- Adams County Metropolitan Planning Organization (MPO)
- Community Development Block Grants (CDBG)
- Fair Housing
- Any other program or activity administered by the County of Adams.

There are additional federal and state statutes that afford protection against discrimination. These include, but are not limited to, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Executive Order 12898 (Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations), and Executive Order 13166 (Improving Access to Services for Persons with Limited English Proficiency). Any person(s) that believes they have been aggrieved by any unlawful discriminatory practice under any law that affords protection against discrimination, based on age, sex, religious creed, or disability, may file a complaint using these procedures. Intimidation or retaliation of any kind is prohibited by law.

Process:

These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the Complainant. An individual, or his or her representative, who believes that he or she has been subject to discrimination or retaliation prohibited by Title VI and other nondiscrimination provisions, has the right to file a complaint. Complaints need to be filed within 180 calendar days of alleged occurrence, when the alleged discrimination became known to the Complainant, or when there has been a continuing course of conduct, the date on which the conduct was discontinued or latest instance of the conduct.

Complaints shall be in writing and signed by the Complainant(s). If complaints are received by telephone or in person, the Title VI Compliance Officer or other authorized representative shall formally interview the person to provide the basis for the written complaint. If necessary, the authorized person will assist the Complainant in writing the complaint. The written complaint must include the following information:

- Name, address and telephone number of Complainant.
- Basis of the complaint (e.g., Race, Color, National Origin, Sex, Age, Religious Creed, Disability or Retaliation).

- A detailed description of the circumstances of the incident that lead the Complainant to believe discrimination occurred.
- Names, addresses and phone numbers of people who may have knowledge of the alleged incident or are perceived as parties in the complained-of-incident.
- Date or dates on which the alleged discrimination occurred.
- Other agencies where the complaint was filed.
- As an investigation moves forward, additional information may be required.

If the County of Adams receives a complaint, the County will acknowledge receipt of the complaint by notifying the Complainant and immediately transmitting the complaint to the proper state or federal agency (e.g., Federal Highway Administration, Federal Transit Administration, and PennDOT) for investigation and disposition pursuant to that agency's Title VI complaint procedures. This can be done by scanning to email or by snail-mail. The Department of Justice has final word on what agency will investigate the claim.

The County of Adams Title VI Compliance Officer will maintain a log of all complaints received by the County.

Complaints may be mailed to:

Title VI Compliance Officer
Mr. Robert Thaeler
County of Adams
670 Old Harrisburg Road, Suite 100
Gettysburg, PA 17325
(717) 337-9824

Title VI Coordinator
Bureau of Equal Opportunity
Pennsylvania Department of Transportation
PO Box 3251
Harrisburg, PA 17105-1720

Equal Opportunity Specialist
U.S. Department of Transportation
Federal Highway Administration
228 Walnut Street, Room 508
Harrisburg, PA 17105-1720

Equal Opportunity Specialist
PA Human Relations Commission
Harrisburg Regional Office
Riverfront Office Center, 5th Floor
1101-1125 South Front Street
Harrisburg, PA 17104-2515

Civil Rights Officer
U.S. Department of Transportation
Federal Transit Administration
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

Title VI Coordinator
Office of Civil Rights
Federal Aviation Administration
800 Independence Ave., SW
Washington, D.C. 20591

U.S. Department of Justice
Civil Rights Division
Office of the Assistant Attorney General, Main
950 Pennsylvania Avenue, N.W.
Washington, D.C. 20530