
**Nashua Regional Planning Commission
Metropolitan Planning Organization
Title VI Complaint Procedure**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the Nashua Regional Planning Commission Metropolitan Planning Organization.

These 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. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the NRPC MPO may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the Title VI Coordinator at the following address:

Title VI Coordinator
Nashua Regional Planning Commission
30 Temple Street, Suite 310
Nashua, NH 03060
Phone: (603) 417-6570
Email: titlevi@nashuarpc.org

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her/their representative, and will include the complainant's name, address, and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.
4. The MPO will notify the New Hampshire Department of Transportation of all formal complaints within five (5) business days of receiving a complaint.

5. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
6. Within fifteen (15) business days from receipt of a complete complaint, the MPO will determine its jurisdiction in pursuing the matter. Within five (5) days of this decision, the Executive Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of the MPO's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
7. When the MPO does not have sufficient jurisdiction, the Executive Director or his/her/their authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
8. If the complaint has investigative merit, the Executive Director or his/her/their authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Executive Director within 60 days of receipt of the complaint. The report will include a narrative description of the incident, summaries of all the people interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
9. The Executive Director or his/her/their authorized designee will issue letters of finding to the Complainant and Respondent within 90 days from receipt of the complaint.
10. Internal Appeal Process
 - a. A Complainant who is dissatisfied with the findings or resolution of the complaint investigation may submit a written appeal to the Chair of the Nashua Regional Planning Commission within thirty (30) days of receipt of the letter of finding.
 - b. The appeal shall be submitted in writing and shall specify the basis for the appeal, including any alleged errors in fact, procedure, or application of policy, and shall include any supporting documentation the appellant wishes to have considered.
 - c. Upon receipt of the appeal, the Chair shall acknowledge receipt in writing within ten (10) business days.
 - d. The Chair, or a designated appeal officer who was not involved in the original investigation or decision-making process, shall conduct an independent review of the complaint file, investigative report, letter of finding, and any materials submitted in support of the appeal.
 - e. A written appeal decision shall be issued within forty-five (45) calendar days of receipt of a complete appeal. The decision shall affirm, modify, or reverse the original finding and shall state the reasons

for the determination. This decision shall constitute the MPO's final internal administrative determination.

- f. If the complaint is to be investigated, the notification shall state the grounds of the MPO's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 11.** If the Complainant is dissatisfied with MPO resolution of the complaint or with the outcome of an internal appeal, he/she has the right to file a complaint with the New Hampshire Department of Transportation at the following address:

Title VI Coordinator
New Hampshire Department of Transportation
P.O. Box 483, 7 Hazen Drive
Concord, NH 03302-0483
Phone: (603) 271-2467
TTY Access: (800) 735-2964
titlevi@dot.nh.gov

**Nashua Regional Planning Commission
Metropolitan Planning Organization
Title VI Complaint Form**

The purpose of Title VI ,and its amendments, is to ensure that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the U.S. Department of Transportation. The NRPC MPO's Title VI Civil Rights Program's objectives are to prevent the denial, reduction or delay of benefits to minority and low income populations, ensure full and fair participation by affected populations in transportation decisions, and ensure that policies and programs of the NRPC MPO avoid producing disproportionately negative effects on minority and traditionally underserved populations.

If you wish to file a complaint, please complete the form below and explain as clearly as possible what happened and why you believe you were discriminated against.

Name:		
Address:		
Telephone (Home):	Telephone (Work):	
E-Mail Address:		
Representative Name (If Applicable)	Relationship to Complainant:	Telephone:
Mailing address, City, State, Zip Code:		
Date of Alleged Discrimination (Month, Day, Year): _____		
You were discriminated against based on (check all that apply):		
☐ Race	☐ Color	☐ National Origin
Please explain as clearly as possible what happened and how you were discriminated against. Indicate all who were involved and be sure to include how other people were treated differently than you. Please attach any written material pertaining to your case.		
Signature:		Date:

List of Transit Related Title VI Investigations, Complaints and Lawsuits

The **Nashua Regional Planning Commission** maintains a list or log of all Title VI investigations, complaints, and lawsuits, pertaining to its transit-related activities.

Check One:

- ☒ There have been no investigations, complaint and/or lawsuits filed against us since the last plan submission.
- ☐ There have been investigations, complaints and/or lawsuits filed against us. *See list below.*
- ☐ *Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.				
2.				
Lawsuits				
1.				
2.				
Complaints				
1.				
2.				