

LEHIGH VALLEY PLANNING COMMISSION + LEHIGH VALLEY TRANSPORTATION STUDY NONDISCRIMINATION COMPLAINT PROCEDURES

Purpose: The Nondiscrimination Complaint Procedures, adopted by the Lehigh Valley Planning Commission, the bi-county planning commission for the Lehigh Valley, and the Lehigh Valley Transportation Study (LVTS), the Metropolitan Planning Organization (MPO) for the Lehigh Valley, are written to specify the process employed by LVPC/LVTS to investigate complaints, while ensuring due process for Complainants and Respondents. The process does not preclude LVPC/LVTS from attempting to informally resolve complaints.

This procedure applies to all external complaints relating to any program or activity administered by LVTS and/or its subrecipients, consultants and contractors, filed under the LVPC/LVTS Nondiscrimination Policy, as well as other related laws that prohibit discrimination on the basis of disability, sex, age, economic status, religious creed or Limited English Proficiency. Additional statutes include, but not limited to, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disability Act of 1990.

Complaints regarding discrimination on the basis of race, color or national origin should refer to the Title VI complaint process, which can be found at www.lvpc.org.

These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the Complainant. Intimidation or retaliation of any kind is prohibited by law.

Process: An individual, or their representative, who believes that they have been subject to discrimination or retaliation prohibited by 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 Nondiscrimination/Title VI Coordinator 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.

All complaints will be referred to the LVPC/LVTS Nondiscrimination/Title VI Coordinator. The Nondiscrimination/Title VI Coordinator for the LVPC/LVTS is:

Hannah Milagio, Regional Planner for Community Engagement
615 Waterfront Drive, Suite 201
Allentown, PA 18102
planning@lvpc.org
610-264-4544

The written complaint must include the following information:

- Name, address and telephone number of Complainant
- Basis of the complaint (e.g., Sex, Age, Disability, Economic Status 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 LVPC/LVTS receives a complaint, the LVPC/LVTS will acknowledge receipt of the complaint by notifying the Complainant within 15 days after receipt, logging the complaint for the public record, and immediately transmitting the complaint to the Pennsylvania Department of Transportation's Bureau for Equal Opportunity (BEO) for investigation and disposition pursuant to that agency's nondiscrimination complaint procedures. The LVTS will adhere to the procedures and timelines set forth by the BEO or other state or federal agency that will handle the complaint.

**LEHIGH VALLEY PLANNING COMMISSION + LEHIGH VALLEY TRANSPORTATION STUDY
NONDISCRIMINATION COMPLAINT FORM**

Please Print All Information Below:

Complainant Name: _____

Complainant Address: _____

Complainant Phone Number: _____

Name of Individual assisting Complainant: _____

Assisting Individual Address: _____

Assisting Individual Phone Number: _____

Basis of Complaint (e.g. Sex, Age): _____

Date(s) of Alleged Discrimination: _____

Please provide a detailed description of the circumstances of the incident(s), including any additional information supporting your complaint. Please use additional pages if necessary.

Please provide the name(s), title and address of the person(s) who discriminated against the Complainant.

Please provide, if applicable, names and contact information of people who may have knowledge of the alleged incident(s) or perceived as parties in the complained-of incident(s):

Please list any other agency where complaint has been filed.

Complainant Signature: _____

Date: _____

Next Action:

LEHIGH VALLEY PLANNING COMMISSION + LEHIGH VALLEY TRANSPORTATION STUDY TITLE VI COMPLAINT PROCEDURES

Purpose: The Title VI Complaint Procedures, adopted by the Lehigh Valley Planning Commission, the bi-county planning commission for the Lehigh Valley, and the Lehigh Valley Transportation Study (LVTS), the Metropolitan Planning Organization (MPO) for the Lehigh Valley, are written to specify the process employed by LVPC/LVTS to investigate complaints, while ensuring due process for Complainants and Respondents. The process does not preclude LVPC/LVTS from attempting to informally resolve complaints.

This procedure applies to all external complaints relating to any program or activity administered by LVTS and/or its subrecipients, consultants and contractors, filed under Title VI of the Civil Rights Act, as well as other related laws that prohibit discrimination on the basis of race, color or national origin.

Complaints regarding discrimination on the basis of disability, sex, age, economic status, religious creed should refer to the Nondiscrimination Complaint process, which can be found at www.lvpc.org

These procedures apply to all external complaints relating to any program or activity administered by the LVTS and/or its sub-recipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the Complainant. Intimidation or retaliation of any kind is prohibited by law.

Process: An individual, or their representative, who believes that they have been subject to discrimination or retaliation prohibited by 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 Nondiscrimination/Title VI Coordinator 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.

All complaints will be referred to the LVPC/LVTS Nondiscrimination/Title VI Coordinator. The Nondiscrimination/Title VI Coordinator for the LVPC/LVTS is:

Hannah Milagio, Regional Planner for Community Engagement
615 Waterfront Drive, Suite 201
Allentown, PA 18102
planning@lvpc.org
610-264-4544

The written complaint must include the following information:

- Name, address and telephone number of Complainant
- Basis of the complaint (e.g., Sex, Age, Disability, Economic Status 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 LVPC/LVTS receives a complaint, the LVPC/LVTS will acknowledge receipt of the complaint by notifying the Complainant within 15 business days after receipt and immediately transmitting the complaint to the Pennsylvania Department of Transportation's Bureau for Equal Opportunity (BEO) for investigation and disposition pursuant to that agency's nondiscrimination complaint procedures. The LVTS will also log the complaint for public record.

Complaints forwarded to the BEO by the LVTS will then be forwarded to the Federal Highway Administration's Headquarters Office for Civil Rights (HCR) for their review. LVTS will adhere to procedures and timelines established by the HCR for the complaint. More information on the Title VI Complaint Process can be found at <https://highways.dot.gov/civil-rights/programs/title-vi/questions-and-answers-complaints-alleging-violations-title-vi-0>.

**LEHIGH VALLEY PLANNING COMMISSION + LEHIGH VALLEY TRANSPORTATION STUDY
TITLE VI COMPLAINT FORM**

Please Print All Information Below:

Complainant Name: _____

Complainant Address: _____

Complainant Phone Number: _____

Name of Individual assisting Complainant: _____

Assisting Individual Address: _____

Assisting Individual Phone Number: _____

Basis of Complaint (e.g. Race): _____

Date(s) of Alleged Discrimination: _____

Please provide a detailed description of the circumstances of the incident(s), including any additional information supporting your complaint. Please use additional pages if necessary.

Please provide the name(s), title and address of the person(s) who discriminated against the Complainant.

Please provide, if applicable, names and contact information of people who may have knowledge of the alleged incident(s) or perceived as parties in the complained-of incident(s):

Please list any other agency where complaint has been filed.

Complainant Signature: _____

Date: _____

Next Action: