

## **Title VI Complaint Procedures**

**RIGHT TO FILE A COMPLAINT:** Any person who believes they have been discriminated against on the basis of race, color, or national origin by the Chicago Department of Transportation may file a Title VI complaint by completing and submitting the agency's **Title VI Complaint Form**. Title VI complaints must be received in writing within 180 days of the alleged discriminatory complaint.

**HOW TO FILE A COMPLAINT:** Information on how to file a Title VI complaint is posted on our agency's website, the Divvy website, the Water Taxi website, and in public areas of our agency.

You must download the CDOT Title VI Complaint Form at [www.cityofchicago.org/city/en/depts/cdot.html](http://www.cityofchicago.org/city/en/depts/cdot.html) or request a copy by writing to 2 N LaSalle Street, Suite 1110, Chicago, IL 60602. Information on how to file a Title VI complaint may also be obtained by calling Erica Schroeder at 312-744-3600.

You must file a signed, dated complaint no more than 180 days from the date of the alleged incident. The complaint should include:

- Your name, address and telephone number.
- Specific, detailed information (how, why and when) about the alleged act of discrimination.
- Any other relevant information, including the names of any persons, if known, the agency should contact for clarity of the allegations.

Please submit your complaint form to:  
City of Chicago Department of Transportation  
Title VI Coordinator - PIO  
2 North LaSalle Street, Suite 1110  
Chicago, IL 60602.

**COMPLAINT ACCEPTANCE:** CDOT will process complaints that are complete. Once a completed Title VI Complaint Form is received, CDOT will review it to determine if CDOT has jurisdiction. The complainant will receive an acknowledgement letter informing them whether or not the complaint will be investigated by CDOT.

**INVESTIGATIONS:** CDOT will generally complete an investigation within 90 days from receipt of a completed complaint form. If more information is needed to resolve the case, CDOT may contact the complainant. Unless a longer period is specified by CDOT, the complainant will have thirty (30) days from the date of the letter to send requested information to the CDOT investigator assigned to the case.

If the requested information is not received within that timeframe the case will be closed. Also, a case can be administratively closed if the complainant no longer wishes to pursue the case.

LETTERS OF CLOSURE OR FINDING: After the Title VI investigator reviews the complaint, the Title VI investigator will issue one of two letters to the complainant: a closure letter or letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

- A Letter of Finding (LOF) summarizes the allegations and provides an explanation of the corrective action taken.

If the complainant disagrees with CDOT's determination, the complainant may request reconsideration by submitting the request in writing to the Title VI investigator within thirty (30) days after the date of the letter of closure or letter of finding, stating with specificity the basis for the reconsideration. CDOT will notify the complainant of the decision either to accept or reject the request for reconsideration within thirty (30) days. In cases where reconsideration is granted, CDOT will issue a determination letter to the complainant upon completion of the reconsideration review.

A person may also file a complaint directly with the Federal Transit Administration, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language contact, 312-744-3600.

Si necesita esta información en otro lenguaje, llame al 312-744-3600.

Jeśli potrzebne są informacje w innym języku, prosimy o kontakt z nami pod numerem 312-744-3600.

如果需要以另一語言獲得相關資訊，請聯絡 312-744-3600.