TITLE VI COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Maryland Department of Transportation may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Maryland Department of Transportation investigates complaints received no more than 180 days after the alleged incident. The Maryland Department of Transportation will process complaints that are complete.

Once the complaint is received, the Maryland Department of Transportation will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her or him whether the complaint will be investigated by our office.

The Maryland Department of Transportation has 60 days to investigate the complaint. If more information is needed to resolve the case, the Maryland Department of Transportation may contact the complainant. The complainant has 15 days from the date of the letter to send the requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 days, the Maryland Department of Transportation can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, she or he will issue one of two letters to the complainant: a closure letter or a 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. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she or he has 10 days after the date of the closure letter or the LOF to submit a written request to the Secretary of the Maryland Department of Transportation or the Secretary's designee as specified in the closure letter or the LOF.

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

If information is needed in another language,
Contact Language Line Services, LLC.
Account Number ID: 530739 Dial 1-866-874-3972