

MaineDOT's Title VI complaint procedure is as follows:

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

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

MaineDOT has 90 days to investigate the complaint. If more information is needed to resolve the case, MaineDOT may contact the complainant. The complainant has 20 business days from the date of the letter to send 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 30 business days, MaineDOT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue his/her case.

After the investigator reviews the complaint, she/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/he has 30 days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Transit Administration at:

Federal Transit Administration
Region 1
U.S. Department of Transportation
Volpe Center, 55 Broadway, Suite 904
Cambridge, MA 02142
Phone: (617) 494-2055
or

Federal Transit Administration
Office of Civil Rights,
Attention: Title VI coordinator,
East Building, 5th Floor-TCR, 1200
New Jersey Ave., SE,
Washington, D.C. 20590

Language translation services available upon request.
Services de traduction langue disponibles sur demande
Servicios de traducción disponibles bajo petición.
要求提供的语言翻译服务。

Lugha ya tafsiri huduma inapatikana juu ya ombi.
Ladenan panarjamahan Basa aya kana paménta.
خدمات الترجمة اللغة متاحة عند الطلب

For more information about these protections or to file a complaint, please contact the MaineDOT Civil Rights Office at (207) 624-3042.