

FDOT / FHWA COMPLAINT PROCEDURES

The City has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, religion, age, disability or family status in any City program, service or activity may file a complaint with the City's Title VI/Nondiscrimination Coordinator:

Name: City of West Palm Beach Human Resources Department, Attn:
ADA Liaison/Title VI Coordinator
Address: P.O. Box 3366
West Palm Beach, FL 33402
Phone: 561-494-1019
E-mail: adacompliance@wpb.org

Complaint Forms and the City's Title VI Policy can be found on the City's website, at <http://wpb.org/Departments/Human-Resources/Home>.

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegations (i.e., race, color, national origin, sex, religion, age, disability or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Title VI/Nondiscrimination Coordinator for assistance.

The Title VI/Nondiscrimination Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should the City be able to satisfactorily resolve a complaint, the City will forward the complaint, along with a record of its disposition to the appropriate FTA/FDOT District Office.

The City Title VI Coordinator has 'easy access' to the City's Chief Executive Officer (CEO) and is not required to obtain management or other approval to discuss discrimination issues with the CEO. However, should the complainant be unable or unwilling to complain to the City, the written complaint may be submitted directly to Florida Department of Transportation (FDOT). FDOT serves as a statewide clearing house for Title VI purposes and will either assume jurisdiction over the complaint or forward it to the appropriate federal or state authority for continued processing:

Florida Department of Transportation
Equal Opportunity Office
Attn: Title VI Complaint Processing
605 Suwannee Street MS 65
Tallahassee, FL 32399