



The Prince George's County Department of Public Works and Transportation 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 Prince George's County Department of Public Works and Transportation (hereinafter referred to as "the DPW&T") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Prince George's County Department of Public Works and Transportation investigates complaints received no more than 180 days after the alleged incident. The DPW&T will process complaints that are complete.

Once the complaint is received, DPW&T 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, or another agency.

The Department of Public Works and Transportation will use its best effort to investigate and respond to the complaint within 90 days. If more information is needed to resolve the case, DPW&T may contact the complainant. The complainant has 30 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, DPW&T can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their 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 LOF to do so.

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

If information is needed in another language, then contact 301-883-5656

Si precisa información en otro idioma, contáctese al 301-883-5656.

Si vous souhaitez des informations dans une autre langue, veuillez appeler le 301-883-5656

Kung ang impormasyon ay kinakailangan sa ibang wika, sa gayon ay makipag-ugnayan sa 301-883-5656

如果需要使用其它语言了解信息，请联系301-883-5656

Nếu cần thông tin bằng ngôn ngữ khác, hãy liên lạc theo số 301-883-5656

이 정보를 다른 언어로 제공받기를 원하시면 301-883-5656으로 연락하십시오