

Southern New Hampshire Planning Commission (SNHPC)

Title VI Complaint Procedure

The SNHPC's Title VI Complaint Procedure is made available in the following locations:

- SNHPC website (www.snhpc.org);
 - SNHPC office at 438 Dubuque Street, Manchester, NH 03102; and
 - SNHPC Title VI Program.
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Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, or national origin by the **Southern New Hampshire Planning Commission** may file a Title VI complaint by completing and submitting the agency's written Title VI Complaint Form. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the SNHPC Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Title VI Coordinator will assist the complainant in converting the verbal allegations to writing.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the **Southern New Hampshire Planning Commission** no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, the **Southern New Hampshire Planning Commission** will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the New Hampshire Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office within ten (10) calendar days by registered mail.

- If the decision is not to investigate the complaint, the letter shall specifically state the reason for the decision. When SNHPC does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- If the complaint is to be investigated, the letter shall state the grounds of SNHPC's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

The **Southern New Hampshire Planning Commission** has sixty (60) calendar days to investigate the complaint. If more information is needed to resolve the case, the **Southern New Hampshire Planning**

Commission may contact the complainant requesting further information. The complainant has thirty (30) calendar 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 thirty (30) calendar days, the **Southern New Hampshire Planning Commission** can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) 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.
- A letter of finding (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 it must direct the appeal to the agency initially. The complainant has thirty (30) calendar days after the date of the closure letter or the letter of finding to do so. If there is outstanding concern, the appeal may be directed to the New Hampshire Department of Transportation or Federal Transit Administration. The appeal process information will be included in the letter.

A person may also file a complaint directly with the:

New Hampshire Department of Transportation
Attn: Title VI Coordinator
P.O. Box 483, 7 Hazen Drive
Concord, NH 03302-0483
603-271-2467
TTY: 800-735-2964
TitleVI@dot.nh.gov

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor-TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination.

If information is needed in another language, contact 603-669-4664.