

**READING METROPOLITAN PLANNING ORGANIZATION (READING MPO)  
COMPLAINT PROCEDURES UNDER TITLE VI / ADA / OTHER FORMS OF DISCRIMINATION**

**Purpose:**

The Reading MPO Discrimination Complaint Procedures are written to specify the process employed by the Reading MPO to investigate complaints, while ensuring due process for Complainants and Respondents. The process does not preclude the Reading MPO from attempting to informally resolve complaints.

This procedure applies to all external complaints relating to any program or activity administered by the Reading MPO and/or its subrecipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantage Business Enterprise and Equal Employment Opportunity components), Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, the Pennsylvania Human Relations Act of 1955, the Americans with Disabilities Act of 1990, and other related laws and statutes that prohibit discrimination on the basis of race, color, disability, sex, sexual preference, age, low income, nationality or Limited English Proficiency.

These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the Complainant. Intimidation or retaliation of any kind is prohibited by law.

**Process:**

An individual, or his or her representative, who believes that he or she has been subject to discrimination or retaliation prohibited by Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantage Business Enterprise and Equal Employment Opportunity components), Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disability Act of 1990, and other related laws and statutes that prohibit discrimination on the basis of race, color, disability, sex, sexual preference, age, low income, nationality or Limited English Proficiency, has the right to file a complaint. Complaints need to be filed within 180 calendar days of alleged occurrence, when the alleged discrimination became known to the Complainant, or when there has been a continuing course of conduct, the date on which the conduct was discontinued or latest instance of the conduct.

**Complaints may be mailed to:**

**Reading Area Transportation Study**

Title VI / ADA Coordinator  
633 Court Street, 14<sup>th</sup> Floor  
Reading, PA 19601  
Phone: (610) 478-6300

**Pennsylvania Department of Transportation**

Bureau of Equal Opportunity  
PO Box 3251  
Harrisburg, Pennsylvania 17105-3251  
Phone: (717) 787-5891

**Federal Highway Administration**

Equal Opportunity Specialist  
30 North Third Street, Suite 700  
Harrisburg, Pa. 17101  
(717) 221-3461

**Federal Transit Administration**

Civil Rights Officer  
1835 Market St, Suite 1910  
Philadelphia, PA 19103  
Phone: (215) 656-7100

**U.S. Department of Justice**

Civil Rights Division  
950 Pennsylvania Avenue, N.W.  
Washington, D.C. 20530-0001  
Phone (Toll Free): 1 (855) 856-1247

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[Complaints shall be in writing](#) and signed by the Complainant(s). If complaints are received by telephone or in person, the Title VI / ADA Compliance Manager or other authorized representative shall formally interview the person to provide the basis for the written complaint. If necessary, the authorized person will assist the Complainant in writing the complaint. The written complaint must include the following information:

- Name, address and telephone number of Complainant.
- Basis of the complaint (e.g., Race, Color, National Origin, Sex, Age, Disability or Retaliation)
- A detailed description of the circumstances of the incident that lead the Complainant to believe discrimination occurred.
- Names address and phones numbers of people who may have knowledge of the alleged incident or are perceived as parties in the complained-of-incident.
- Date or dates on which the alleged discrimination occurred.
- Other agencies where the complaint was filed.
- As an investigation moves forward, additional information may be required.

If the Reading MPO receives a complaint, the Reading MPO will acknowledge receipt of the complaint by notifying the Complainant and immediately transmitting the complaint to the proper state and federal agency (e.g. Federal Highway Administration, Federal Transit Administration, and PennDOT) for investigation and disposition pursuant to that agency's specified complaint procedures.

The Reading MPO Title VI / ADA Compliance Manager will maintain a log of all complaints received by the Reading MPO.

For more information on the Web about Title VI / ADA and other Civil Rights issues:

<https://highways.dot.gov/civil-rights>