

## **MIAMI-DADE COUNTY TITLE VI COMPLAINT PROCEDURE**

The Miami Dade County values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level. Moreover, the Miami Dade County believes that the best programs and services result from careful consideration of the needs of all of its communities when those communities are involved in the transportation decision making process. Thus, the Miami Dade County does not tolerate discrimination in any of its programs, services or activities. Pursuant to Title VI of the Civil Rights Act of 1964 and other federal and state authorities, the Miami Dade County will not exclude from participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, national origin, sex, age, disability, religion, income or family status.

**(See Attachment 3)**

### **PROCEDURE**

The following procedure applies to complaints filed under Title VI of the Civil Rights Act of 1964 and other federal and state authorities. The Miami Dade County will not exclude from participation in, deny the benefits of, or be subject of discrimination from anyone on the grounds of race, color, national origin, sex, age, disability, religion, income or family status.

The Miami Dade County Title VI Coordinator is responsible for the following:

1. Monitoring complaints investigated by the field to ensure their resolution;
2. Ensuring that complaints are investigated and a finding issued within 30 days of receipt.

### **Written Complaints**

1. The Miami Dade County Title VI Coordinator is responsible for receiving a copy of the written complaint. The complaint form can be downloaded (**See Attachment 3**), printed and either mailed or faxed to Miami-Dade County (MDC) Department of Transportation and Public Works, 701 NW 1<sup>st</sup> Court, Suite 1700, Miami Florida 33136 / FAX 786-469-5589.
2. The Miami Dade County Title VI Office monitors the complaint status until resolution is reached and sends written notification to the complainant once a finding has been determined.