



ODOT Discrimination Complaint Process Overview

Oregon Department of Transportation (ODOT) discrimination complaint procedures describe how people with grievances may submit discrimination complaints related to ODOT programs, facilities, and services as required by Title VI, the Americans with Disabilities Act (ADA), and related statutes.

The purpose of this overview is to describe each person's right to file a complaint, the authority of the ODOT Office of Civil Rights to investigate allegations of discrimination, and the processes for complaint investigations and referrals.

No person may be excluded from participation in, be denied the benefit of, or be otherwise discriminated against under any of the programs or activities ODOT administers. Any person who feels that they have been subjected to discrimination on the grounds of race, color, national origin, age, sex, disability, income level or Limited English Proficiency as provided by Title VI of the Civil Rights Act of 1964, Title II of the ADA, and related authorities may submit a complaint.

A person may submit a complaint using ODOT's [online form](#), sending the complaint by mail or email. They may also request assistance by phone if needed. Discrimination complaints must be submitted within 180 days of the alleged discriminatory event or practice.

**ODOT Office of Civil Rights
Title VI Officer**
ODOT.TITLEVI@ODOT.Oregon.Gov

**ODOT Office of Civil Rights
ADA Program Manager**
ODOT_ADA@ODOT.Oregon.Gov

**ODOT Office of Civil Rights
Attn: Title VI/ADA Complaints**
800 Airport Rd SE
Salem, OR 97301

**Toll Free Hotline: 855-540-6655
For an Interpreter: 711
Internet Relay: <http://www.sprintip.com>
Fax: 503-986-6382**

Person submitting a complaint should know:

- All formal complaints must include the name, address, and phone number for the person submitting the complaint and a detailed description of the specific issues and circumstances of the incident of the alleged discrimination. An ODOT Office of Civil Rights employee can assist by email or phone upon request.

- ODOT will contact the person submitting the complaint within 10 working days to verify the complaint was received. ODOT will communicate with the person during the process, including providing updates on the timeline, fact finding, and decisions. Every effort will be made to rapidly resolve complaints at the lowest possible level.
- ODOT should respond to the person who submitted the complaint within 60 days, describing the results of the investigation, and informing the person if an extension is necessary. If the person withdraws the complaint or does not respond to multiple requests for information during the investigation, ODOT may dismiss the complaint.
- If ODOT determines that the complaint does not fall within ODOT's jurisdiction, ODOT will record the information and refer the person submitting the complaint to the entity of jurisdiction and any other appropriate entities.
- This complaint process does not deny or limit the person's right to file a formal complaint with an outside enforcement agency (BOLI, EEOC, U.S. Department of Transportation, FHWA, FTA, or U.S. Department of Justice) or to seek private counsel for complaints alleging discrimination.
- A person who submits a complaint has the right to appeal the investigation and findings. The Office of Civil Rights will reconsider completed investigations if appealed within 10 working days of the initial decision ODOT communicated in writing to the person, and only when new facts are revealed. The person may also submit an appeal to a higher authority, such as the Oregon Department of Justice, Federal Highway Administration, or Federal Transit Administration.
- Retaliation by ODOT staff or any other government organization or subrecipient involved in a complaint is strictly prohibited. ODOT will promptly and fully investigate any allegations of retaliation.

Federal Guidance References:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Age Discrimination in Employment Act of 1967
- Civil Rights Restoration Act of 1987
- Americans with Disabilities Act of 1990
- Executive Order 12898 on Environmental Justice
- Executive Order 13166 on Limited English Proficiency



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