



## ODOT Discrimination Complaint Process Overview

The Oregon Department of Transportation's (ODOT) discrimination complaint procedures are intended to provide aggrieved persons an avenue to raise complaints of discrimination regarding ODOT programs, facilities and services as required by Title VI and related statutes.

The purpose of this discrimination complaint process overview is to describe the right of individuals 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.

Any person who feels that he or she has been subjected to discrimination on the basis of race, color, national origin, gender, age, disability, or because they are low income, has the right to file a complaint with the Department's Office of Civil Rights. The Office of Civil Rights must review all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination in Employment Act of 1967, Civil Rights Restoration Act of 1987, the Americans with Disabilities Act of 1990, Executive Order 12898 on Environmental Justice, Executive Order 13166 on Limited English Proficiency, and applicable Department policies.

Title VI Complaints must be filed within 180 days of the alleged discriminatory event or practice. Complaints can be submitted by mail, email, or over the phone if assistance is needed:

ODOT Office of Civil Rights  
3930 Fairview Industrial DR SE, MS 23  
Salem, Oregon 97302

Complaints can also be submitted via email or phone.

Complainants should know:

- All formal complaints must include the complainant's name, address and phone number and a detailed description of the specific issues and circumstances of the incident of the alleged discrimination. If you have difficulty accessing the form, an Office of Civil Rights employee can assist you via phone or email.
- ODOT will confirm to the complainant that the complaint has been received within 10 working days from receipt and will communicate with the complainant during the process, including providing updates on the timeline of fact finding and decisions. Every effort will be made to obtain rapid resolution of complaints at the lowest possible level.
- If the complaint is filed but it is determined that ODOT does not have jurisdiction over the issue, we will record the information and refer the complaint to the entity of jurisdiction. ODOT will serve as a connector between the complainant and the appropriate entity.
- This complaint process does not deny or limit the right of a complainant to file a formal complaint with an outside enforcement agency (BOLI, EEOC, U.S. Dept. of Transportation, FHWA, FTA, or U. S. Dept. of Justice) or to seek private counsel for complaints alleging discrimination.

- All complainants have 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 communicated in writing to the complainant and only when new facts are revealed. Complainants may appeal to a higher authority such as the Oregon Department of Justice, Federal Highway Administration, or the Federal Transit Administration.
- Retaliation by ODOT staff, any other government organization or sub-recipient involved in a complaint is strictly prohibited. Any allegations of retaliation will be promptly and fully investigated.