

Complaint Procedure:

Any individual who feels they have been discriminated against on the basis of race, color, or national origin by the Permian Basin Regional Planning Commission (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the Authority’s Title VI Complaint Form found on the PBRPC website (pbrpc.org) or by calling (432) 563-1061. The Authority reviews complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete. Once the complaint is received, the Authority will review it to determine if the complaint is within its jurisdiction. The complainant will receive an acknowledgement letter informing the complainant whether the complaint will be reviewed.

The Authority has sixty-one (61) days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has seven (7) business days from the date of the letter to send requested information to the reviewer assigned to the case. If the reviewer is not contacted by the complainant or does not receive the additional information within seven (7) business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the reviewer reviews the complaint, they will issue one of two 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. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training for staff, or other action will occur. If the complainant wishes to appeal the decision, she/he has seven (7) days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

or

Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483.

The Authority will notify their TxDOT Public Transportation Coordinator (PTC) by email or fax of any Title VI related complaints received within ten (10) working days of the receipt of the complaint, including a paper or electronic copy of the complaint form.

Complaint procedures can be found on the PBRPC website (www.pbrpc.org)

If information is needed in another language contact (432) 563-1061

Si necesita información en otro idioma contacte (432) 563-1061