



Waco Metropolitan Planning Organization

How Do You File a Complaint of Discrimination?

Anyone who believes they have been excluded from participation in the transportation planning process, denied benefits of any services provided by the MPO, or otherwise discriminated against because of their race, color, national origin, gender, age, or disability, may file a Title VI complaint.

To file a complaint of discrimination, complainants should complete the Waco MPO's [Title VI Complaint Form](#). The Title VI Complaint Form is available at the Waco MPO offices and on the [MPO website](#). Complaints must be filed in writing within 180 days from the last date of the alleged discrimination. Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, contact the MPO's Agency's Title VI Coordinator at (254) 750-5651.

Complaints may be submitted via:

Mail:
P.O. Box 2570
Waco, TX 76702-2570

Phone:
(254) 750-5651 – office
(254) 750-1605 – fax

Website:
<http://www.waco-texas.com/cms-mpo/page.aspx?id=209>

e-mail:
mpo@ci.waco.tx.us

Office Location:
401 Franklin Ave
Dr. Mae Jackson Development Center
Waco, Texas 76702

Office Hours:
8:00 a.m. to 5:00 p.m.
Monday through Friday
except certain holidays

What Happens After a Complaint is Filed?

Upon receipt of a Title VI related complaint, the Title VI Coordinator will notify TxDOT's Waco District Public Transportation Coordinator within 10 working days and assign an internal investigator. Title VI complaints must be investigated within sixty days. Investigating a complaint includes interviewing all parties involved and key witnesses. The Title VI Coordinator will assign an investigator. The investigator may request relevant information such as books, records, electronic information, and other sources of information from all involved parties. You may specify if there is a particular individual or individuals that you feel should not investigate your complaint due to conflict of interest or other reasons.

After the investigator reviews the complaint, she or he 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 there was not a Title VI violation and 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 of staff members or other actions will occur. If warranted, the MPO will make any appropriate changes to policy or procedures.

Title VI complaints may also be filed directly with [TxDOT](#), the [Federal Highway Administration \(FHWA\)](#), the [Federal Transit Administration \(FTA\)](#), the [United States Department of Transportation \(USDOT\)](#), and the [United States Department of Justice \(USDOJ\)](#).