

# Capital Area Metropolitan Planning Organization

## Title VI Complaint Procedure

- 1) Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by the Title VI of the Civil Rights Act of 1964 may file a complaint with the Capital Area Metropolitan Planning Organization (CAMPO) at the Department of Community Development, John G. Christy Municipal Building, 320 McCarty Street, Jefferson City, MO 65101. The complainant may also file complaints with the Federal agency providing funding to the program, such as the Federal Highway Administration or the Federal Transit Administration if so desired.
- 2) All complaints submitted to CAMPO, which is administered by the City of Jefferson, shall be referred to the City of Jefferson Department of Community Development. Complaints received by CAMPO and forwarded to the City of Jefferson shall if possible, be resolved informally. However, if the issue is not satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the complainant may do so.
- 3) Copies of the CAMPO Title VI Complaint Procedure are available on the CAMPO offices and website, along with related information, and complaint forms. These items may also be requested by mail, phone or in person at:
- 4)
  - CAMPO
  - c/o Department of Community Development
  - John G. Christy Municipal Building
  - 320 McCarty Street
  - Jefferson City, MO 65101
  - Phone: (573) 634-6410, Fax: (573) 634-6457
  - [www.jeffcitymo.org/campo](http://www.jeffcitymo.org/campo)
- 5) CAMPO and the City of Jefferson will maintain a log of all complaints received by CAMPO for inclusion in required CAMPO reports and will include the following information:
  - a) Name of complainant
  - b) Name of respondent
  - c) Basis of the complaint, i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation
  - d) Date the complaint was received by the MPO
  - e) Actions taken by the MPO
  - f) Final resolution results