

Transportation Specific Complaint Procedures



A. Overview

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990, relating to any program or activity administered by the City of Bellevue Transportation Department, as well as to sub-recipients, consultants, and contractors. Intimidation or retaliation of any kind is prohibited by law.

The procedures do not deny the right of the complainant to file formal complaints with other state or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints informally at the City and sub-recipient level. The option of informal mediation meeting(s) between the affected parties and a designated mediator may be utilized for resolution.

B. Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by nondiscrimination requirements may file a written complaint with the ADA/Title VI Civil Rights Administrator. A formal complaint must be filed within 180 calendar days of the alleged occurrence. Complaint forms are available through the City's website or by contacting a Title VI Coordinator. The City will not officially act or respond to complaints made verbally.
2. Upon receiving the written complaint, the ADA, Title VI, and Equal Opportunities Officer in consultation with the Transportation Department Title VI Coordinator and other City offices, will determine its jurisdiction, acceptability, need for additional information, and the investigative merit of the complaint.
3. If the complaint is against the City, the City will request the Washington State Department of Transportation (WSDOT) Office of Equal Opportunity conduct the investigation. In the event WSDOT handles the investigation, they will follow their adopted procedures for investigating discrimination complaints, per their current State Title VI Plan. If the complaint involves a project or program that has received Federal financial assistance from the Federal Highway Administration (FHWA) then WSDOT will forward the complaint to FHWA for all decisions regarding whether the complaint under FHWA jurisdiction should be accepted, dismissed, or referred to another agency. If the complaint is against a sub-recipient, consultant, or contractor, under contract with the City, the appropriate Department and/or division shall be notified of the complaint, within 15 calendar days, and the City will determine whether it will investigate the complaint or request WSDOT to conduct the investigation.

4. Once the City decides its course of action, the complainant and the respondent will be notified in writing of such determination within five (5) calendar days. The complaint will be logged into the records of the Title VI Coordinator, and the basis for the allegation identified including race, color, national origin (including limited English proficiency), disability, age or sex.
5. In cases where the City of Bellevue assumes investigation of the complaint, the City will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have ten (10) calendar days upon receipt, to furnish the City with his/her response to the allegations.
6. Within 60 days of receipt of the complaint, the Title VI Coordinator or WSDOT investigator will prepare a written investigative report for the Department Director and City Manager. The report shall include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition.
7. The recommendation shall be reviewed by the City Attorney's office, which may discuss the report and recommendations with the Transportation Department and City Title VI Coordinators and/or other appropriate departmental staff. The report will be modified as needed and finalized for its release to the parties.
8. Once the investigative report becomes final, briefings will be scheduled with each party within 15 days. Both the complainant and the respondent shall receive a copy of the investigative report during the briefings and will be notified of their respective appeal rights.
9. A copy of the complaint and City or WSDOT investigative report will be issued to WSDOT's External Civil Rights Branch (or the appropriate oversight agency) within 60 calendar days of the receipt of the complaint.
10. If the complainant or respondent is not satisfied with the results of the investigation of the alleged discriminatory practice(s) he or she shall be advised of their rights to appeal the decision to WSDOT, U.S. Department of Transportation or U.S. Department of Justice. The complainant has 180 calendar days after the appropriate agency's final resolution to appeal to USDOT. Unless new facts not previously considered come to light, reconsideration of the final determination by the investigating agency will not be available.
11. The Title VI Coordinator will maintain an annual Log of Complaints, which will contain the following information for each complaint filed:
 - The name and address of the person filing the complaint
 - The date of the complaint
 - The basis of the complaint
 - The disposition of the complaint
 - The status of the complaint

Only qualified and well-trained investigators should conduct these investigations. No agency is allowed to investigate a complaint against itself.

C. Informal Complaint Resolution

1. The City of Bellevue will make every effort to resolve complaints promptly and at the lowest level possible.
2. Informal mediation may be used to resolve complaints at any state of the process.
3. If a complaint cannot be resolved informally, the City of Bellevue may conduct an investigation of the complaint or forward it on to WSDOT for investigation.

정보 Information 情報
Información  معلومات
సమాచారం Информация
اطلاعات Thông Tin
सूचना 425-452-6800 資料



For alternate formats, interpreters, or reasonable modification requests please phone at least 48 hours in advance 425-452-6168 (voice) or email ADATitleVI@bellevuewa.gov. For complaints regarding modifications, contact the City of Bellevue ADA, Title VI, and Equal Opportunity Officer at ADATitleVI@bellevuewa.gov.