



## **Complaint Procedures**

The Tri-Lakes Metropolitan Planning Organization (MPO) has established a complaint procedure to ensure that any discrimination is investigated and eliminated. Any person(s) who believes they have been subjected to discrimination based upon race, color, national origin, sex, age, disability, religion, income or familial status in any of the Tri-Lakes MPO services, plans, meetings, etc., may file a complaint with the Tri-Lakes MPO.

The complaint should be submitted in writing and contain the identity of the complainant, the basis of allegation(s), and a description of the alleged discrimination with the date of incident. The official complaint should be submitted to our Title VI Coordinator/MPO Director. The complaint can be submitted at the following locations:

- Derrick Harris, Title VI Coordinator/MPO Director
- 1000 Central Avenue
- Hot Springs, AR 71901
- Email: [dharris@wcapdd.org](mailto:dharris@wcapdd.org)
- Phone: 501-302-5028

Tri-Lakes MPO investigates complaints no more than 180 days after the alleged incident. The Tri-Lakes MPO will process complaints that are complete. Once the complaint is received, the MPO will determine if jurisdiction resides in our office. If not, the complaint will be forwarded to the Title VI Coordinator for the Arkansas Department of Transportation (ARDOT) for further investigating. The complainant will be informed within 10 business days after receiving a complaint of initial findings and procedures.

Tri-Lakes MPO staff will maintain a log of all complaints received by the agency. However, to date there have been no complaints, investigations, or lawsuits regarding Title VI discrimination.