

The City of Benton Complaint Process

“Any person who believes they, or any specific class of persons, were subjected to discrimination on the basis of race, color or national origin in programs or activities of a Federal-aid Recipient may file a complaint. According to U.S. DOT regulations, 49 CFR § 21.11 (b), a complaint must be filed not later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by the investigation agency.”

NOTE: The City of Benton shall keep a log of all Title VI complaints received. The log shall include the date the complaint was filed, a summary of the allegations, the status of the complaint, and actions taken in response of the complaint.

FHWA Title VI Complaint Process

1. If a sub-recipient receives a complaint, it must be forwarded to ARDOT, who will then forward the complaint to the FHWA Arkansas Division Office (Division).
2. All Title VI complaints received by the Division Office will be forwarded to HCR for processing and potential investigation.
3. If HCR determines a Title VI complaint against a sub-recipient can be investigated by ARDOT, HCR may delegate the task of investigating the complaint to ARDOT. ARDOT will conduct the investigation and forward the Report of Investigation to HCR for review and final disposition.
4. The disposition of all Title VI complaints will be undertaken by HCR, through either (1) informal resolution or (2) issuance of a Letter of Finding of Compliance or noncompliance with the Title VI. A copy of the Letter of Finding will be sent to the Division Office.