



Discrimination Complaints: Process Overview

Oregon Department of Transportation (ODOT) Office of Equity and Civil Rights (OECR) discrimination complaint procedures describe how people with grievances may submit discrimination complaints related to ODOT programs, facilities, and services as required by Title VI, the Americans with Disabilities Act (ADA), and related statutes.

The purpose of this overview is to describe each person's right to file a complaint and the general processes for complaint investigations and referrals.

No person may be excluded from participation in, be denied the benefit of, or be otherwise discriminated against under any of the programs or activities ODOT administers. Any person who feels that they have been subjected to discrimination on the grounds of race, color, national origin, age, sex, disability, income level or Limited English Proficiency as provided by Title VI of the Civil Rights Act of 1964, Title II of the ADA, and related authorities may submit a **concern** or **complaint**.

Concerns: At ODOT, we use the word **concerns** for civil rights related comments, questions, concerns, and requests (CQCRs). ODOT works directly with the person who submits the concern to find information and seek resolution. Concerns don't require investigation by agencies outside ODOT.

Complaints: At ODOT, we use the word **complaint** for civil rights related complaints and grievances. ODOT is often required to forward complaints promptly to another federal or state agency for oversight. This means investigating complaints can take longer than resolving concerns. Complaints must be submitted within 180 days of the alleged issue or incident.

A customer who submits a concern can later convert it to a complaint as long as they do so within 180 calendar days from the date of the original issue or incident. After reviewing the details of a concern, ODOT staff may convert it to a complaint for additional investigation.

A person may submit a complaint using ODOT's [online form](#) or sending the complaint to ODOT by mail or email. A person may also request assistance by phone if needed.

ODOT OECR Title VI Officer
ODOT.TitleVI@ODOT.Oregon.Gov

ODOT OECR ADA Program Manager
ODOT_ADA@ODOT.Oregon.Gov

ODOT OECR
Attn: Title VI/ADA Complaints
800 Airport Rd SE
Salem, OR 97301

OECR Toll Free Hotline: 855-540-6655
TTY: 800-735-2900
Oregon Relay Service: 7-1-1
Fax: 503-986-6382

Person submitting a complaint should know:

- All complaints must include the person's name and enough contact information for ODOT to reach the person. Each complaint must also include a detailed description of the specific issues and circumstances of the alleged discrimination.
- ODOT will contact the person submitting the complaint within 10 business days to verify the complaint was received. ODOT will communicate with the person during the process, including providing updates on the timeline, fact finding, and decisions.
- This complaint process does not deny or limit the person's right to file a formal complaint with an outside enforcement agency (BOLI, EEOC, U.S. Department of Transportation, FHWA, FTA, or U.S. Department of Justice) or to seek private counsel for complaints alleging discrimination.
- Retaliation by ODOT staff or any other government organization or subrecipient involved in a complaint is strictly prohibited. ODOT will promptly and fully investigate any allegations of retaliation.
- If the person withdraws the complaint or does not respond to multiple requests for information, ODOT or the investigating agency may dismiss the complaint.
- If ODOT is the investigating agency, ODOT will respond to the person who submitted the complaint with the results of the investigation within 60 days and inform the person if an extension is necessary.
- A person who submits a complaint and disagrees with the decision has the right to appeal the investigation and findings with the investigating agency, or with a higher authority, such as the Oregon Department of Justice, Federal Highway Administration, or Federal Transit Administration. If ODOT is the investigating agency, the appeal must be submitted within 10 business days of the day ODOT communicated the initial decision in writing.

Federal Guidance References:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Age Discrimination in Employment Act of 1967
- Civil Rights Restoration Act of 1987
- Americans with Disabilities Act of 1990
- Executive Order 12898 on Environmental Justice
- Executive Order 13166 on Limited English Proficiency



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