



Appendix B

APPENDIX B— DISSEMINATION OF COMPLAINT FORMS AND PROCEDURES

Figure B.1
Complaint Form on MPO's Website

Complaint Filing

Complaints filed under a federal law or policy (based on race, color, national origin [including limited English proficiency] sex, age, or disability) must be filed no later than 180 calendar days after the date the person believes the discrimination occurred. Complaints filed under a Massachusetts Public Accommodation Law (based on race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry) or Governor's Executive Order 526, section 4 (based on race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status [including Vietnam-era veterans], or background) must be filed no later than 300 calendar days after the date the person believes the discrimination occurred. The full complaint procedures are described in the documents to the right.

Access to MPO-sponsored Meetings

Locations for all MPO-sponsored meetings are accessible to people with disabilities and are near public transportation. Upon request (two weeks in advance), every effort will be made to provide accommodations such as assistive-listening devices, materials in accessible formats and in languages other than English, and interpreters in American Sign Language and non-English languages.

For Additional Information

Contact MPO staff to request accommodations or additional information regarding Title VI and related federal and state nondiscrimination obligations.

857.702.3700 (voice)

Older Title VI reports can be found [here](#).

- Complaint Procedures** (pdf) (html)
 - Procedimiento de quejas (pdf) (html)
 - 投诉程序 (pdf) (html)
 - 投訴程式 (pdf) (html)
 - Procedimentos de Queixa (pdf) (html)
 - Pwosed pou Pote Plent (pdf) (html)
 - Quy trình khiếu nại (pdf) (html)
 - Процедуры подачи жалоб (pdf) (html)
 - إجراءات تقديم الشكاوى (pdf) (html)
 - Procedura di ricorso (pdf) (html)
 - Procédures de plainte (pdf) (html)
 - ສູດສະໄໝຂໍກະແກ້ຫຼຸດຊຸມຖືກ (pdf) (html)
- Complaint Form** (pdf) (html)
 - Formulario de queja por discriminación (pdf) (html)
 - 歧视投诉表 (pdf) (html)
 - 歧視投訴表 (pdf) (html)
 - Formulário de Reclamação por Discriminação (pdf) (html)
 - Fòmille pou Pote Plent pou Diskriminasyon (pdf) (html)
 - Đơn Khiếu nại Phân biệt đối xử (pdf) (html)
 - Жалоба о Дискриминации (pdf) (html)
 - نموذج شكوى حول وقوع حالة تمييز (pdf) (html)
 - Modulo di denuncia per discriminazione (pdf) (html)
 - Formulaire de plainte pour discrimination (pdf) (html)
 - ຮຸ້ນສະໄໝຊຸມຖືກ (pdf) (html)

Figure B.2
Complaint Form on Notice of Nondiscrimination



Additional Information

To request this information in a different language or in an accessible format, please contact

Title VI Specialist
Boston Region MPO
10 Park Plaza, Suite 2150
Boston, MA 02116
civilrights@bcrpo.org

Complaint Filing

To file a complaint alleging a violation of Title VI or other federal nondiscrimination law (based on race, color, national origin [including limited English proficiency], sex, age, or disability), contact the Title VI Specialist (above) within 180 calendar days of the alleged discriminatory conduct.

To file a complaint alleging a violation of the state's Public Accommodation Law (based on race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry) or the Governor's Executive Order 526, section 4 (based on race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status [including Vietnam-era veterans], or background), contact the Title VI specialist (above) within 100 calendar days of the alleged discriminatory conduct, or

MassDOT Title VI Specialist
Office of Diversity and Civil Rights
10 Park Plaza, Suite 3800
Boston, MA 02116
Massdot.civilrights@state.ma.us
857.368.8580 (voice)

Notice of Nondiscrimination Rights and Protections to Beneficiaries

Federal "Title VI/Nondiscrimination" Protections

The Boston Region Metropolitan Planning Organization (MPO) operates its programs, services, and activities in compliance with federal nondiscrimination laws including Title VI of the Civil Rights Act of 1964 (Title VI), the Civil Rights Restoration Act of 1987, and related statutes and regulations. Title VI prohibits discrimination in federally assisted programs and requires that no person in the United States of America shall, on the grounds of race, color, or national origin (including limited English proficiency), be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal assistance. Related federal nondiscrimination laws administered by the Federal Highway Administration, Federal Transit Administration, or both, prohibit discrimination on the basis of age, sex, and disability. The Boston Region MPO considers these protected populations in its Title VI Programs, consistent with federal interpretation and administration. In addition, the Boston Region MPO provides meaningful access to its programs, services, and activities to individuals with limited English proficiency, in compliance with U.S. Department of Transportation policy and guidance on federal Executive Order 13166.

State Nondiscrimination Protections

The Boston Region MPO also complies with the Massachusetts Public Accommodation Law, M.G.L. c 272 section 92a, 98, 98a, which prohibits making any distinction, discrimination, or restriction in admission to, or treatment in a place of public accommodation based on race, color, religious creed, national origin, sex, sexual orientation, disability, or ancestry. Likewise, the Boston Region MPO complies with the Governor's Executive Order 526, section 4, which requires that all programs, activities, and services provided, performed, licensed, chartered, funded, regulated, or contracted for by the state shall be conducted without unlawful discrimination based on race, color, age, gender, ethnicity, sexual orientation, gender identity or expression, religion, creed, ancestry, national origin, disability, veteran's status (including Vietnam-era veterans), or background.

如果需要使用其它语言了解信息，请联系波士顿都会规划组织 (Boston Region MPO) 《民权法案》第六章专员，电话 857-702-3700.	● ● ● ●
如果需要使用其他語言瞭解資訊，請聯繫波士頓都會規劃組織 (Boston Region MPO) 《民權法案》第六章專員，電話 857-702-3700.	● ● ● ●
Si yon moun vle genyen enfòmasyon sa yo nan yon lòt lang, tanpri kontakte Espesyalis Boston Region MPO Title VI la nan nimewo 857-702-3700.	● ● ● ●
Caso estas informações sejam necessárias em outro idioma, por favor, contate o Especialista em Título VI da MPO da Região de Boston pelo telefone 857-702-3700.	● ● ● ●
Если Вам необходима данная информация на любом другом языке, пожалуйста, свяжитесь со Специалистом по Титулу VI в Boston Region MPO по тел: 857-702-3700.	● ● ● ●
Si necesita esta información en otro idioma, por favor contacte al especialista de la Boston Region MPO del Título VI al 857-702-3700.	● ● ● ●
Nếu quý vị cần thông tin này bằng tiếng khác, vui lòng liên hệ Chuyên viên Luật VI của MPO Vùng Boston theo số điện thoại 857-702-3700.	● ● ● ●

Figure B.3
Complaint Form at MPO Office Entrance and MPO Meetings



Figure B.4
Complaint Form in MPO Office Meeting Room

