Appendix 03-C: MassDOT Title VI/ Nondiscrimination Complaint Process

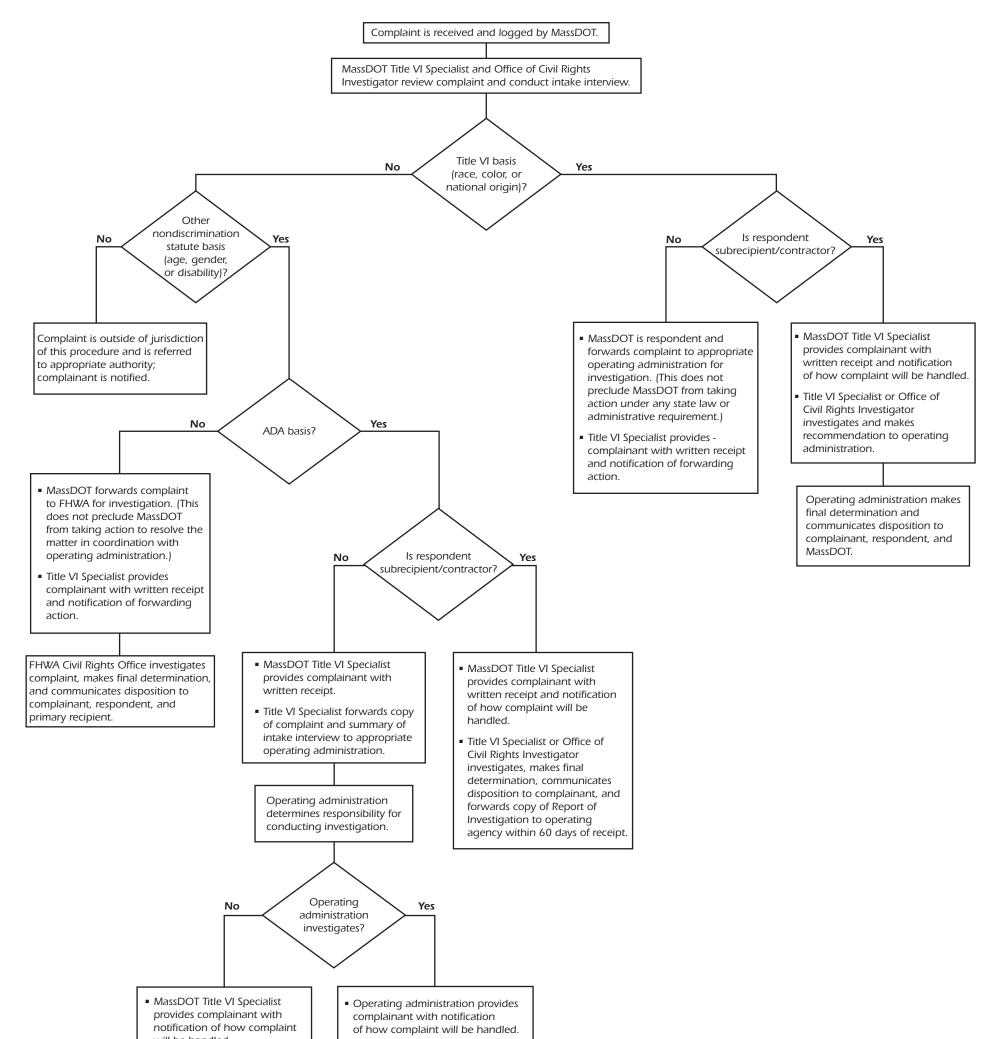


Figure 3-1: MassDOT Title VI/Nondiscrimination Complaint Process

will be handled.

 Title VI Specialist or Office of Civil Rights Investigator investigates and forwards copy of draft Report of Investigation, including findings and recommendations, to operating administration within 60 days. Operating administration's Civil Rights Office investigates complaint, makes final determination, and communicates disposition to complainant and MassDOT.

MassDOT considers operating administration's comments, communicates disposition to complainant, and forwards copy of final Report of Investigation to operating administration.

Chapter 3: Procedures for Ensuring Compliance