

**DEPARTMENT OF TRANSPORTATION AND PUBLIC WORKS  
HIGHWAY AND TRANSPORTATION AUTHORITY**

**TITLE VI/ADA COMPLAINT PROCEDURE**

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The Department of Transportation and Public Works (DTPW) and the Puerto Rico Highway and Transportation Authority (PRHTA) has adopted a public grievance procedure for prompt and equitable resolution of complaints alleging an action prohibited by federal regulations.

The purpose of the public grievance procedure is to describe the steps used by the DTPW and PRHTA for processing complaints under Title VI of the Civil Rights Act of 1964 and Title II of the Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973. Intimidation or retaliation because of a complaint is prohibited by law.

**Procedure**

1. Any person who believes he or she have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under a DTPW/PRHTA program or activity because of their race, color, national origin, age, sex, or disability may file a formal complaint with DTPW's/PRHTA's Civil Rights Office (CRO). The complaint must be filed within one hundred eighty **(180)** days of the alleged discrimination.
2. The complaint must be written and signed by the complainant and shall include:
  - The Complainant(s) name, address and phone number
  - Basis of complaint (race, color, national origin, disability)
  - Date(s) of alleged discriminatory act(s)
  - A statement of the complaint, including specific details, relevant facts and documentation.
3. The complaint must be filed by completing and signing the Complaint Form and delivering it personally, by fax, email or by mail to:  
  

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| Highway and Transportation Authority | Fax: (787) 721-2621   |
| Civil Rights Office                  | Email: <a href="mailto:derechosciviles@dtow.pr.gov">derechosciviles@dtow.pr.gov</a> |
| PO Box 42007 San Juan, PR 00940-2007 |   |
4. Upon receipt of a complaint, the CRO will determine jurisdiction, acceptability or need for additional information.
5. The CRO will conduct its investigation, which should be concluded in approximately sixty (60) days, after receiving the complete grievance.
6. Once the investigation is concluded, the CRO will notify the complainant of the result. If the complainant does not agree with the result, he or she may file a reconsideration at the DTPW's Legal Adviser's Office, within thirty 30 days of the notification of such result.