

Civil Rights Complaint Form Instructions

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Knoxville-Knox County Planning or the Knoxville Regional Transportation Planning Organization (hereinafter referred to as the "TPO") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The TPO investigates complaints received no more than 180 calendar days after the alleged incident. The TPO will process complaints that are complete.

Once the completed complaint is received, the TPO will review it to determine if our office has jurisdiction. The complaint will receive an acknowledgement letter advising whether the complaint will be investigated by the TPO.

The TPO has 60 business days to investigate the complaint. If necessary, the TPO may contact the complainant for additional information and/or to request an interview if deemed necessary to help resolve the case. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case or to set up the interview. If the investigator is not contacted by the complainant to set up an interview or if the TPO does not receive the additional information within 10 business days of the date of the letter, the TPO can administratively close the case. Any case can be administrative closed if the complainant no longer wishes to pursue the matter. If significant new information is submitted, the TPO can extend the investigation for an additional 30 days (for a total of 90 days). The complainant will be notified of this extension in writing.

After review of the complaint, the investigator will issue one of two letters to complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff person(s) will occur, or any other action will occur.

Any appeal of the decision must be filed within ten (10) business days after receipt of the closure letter or LOF by written notice to the TPO Director or the Title VI Coordinator at:

Knoxville/Knox County Planning
Attn: Knoxville Regional TPO
City County Building
400 Main Street, Suite 403
Knoxville, TN 37902
865-215-2500

A person may also file a complaint directly with the Federal Transit Administration at:

FTA Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590