

**PINELLAS COUNTY MPO
AMERICANS WITH DISABILITIES ACT
COMPLAINT PROCEDURE**

**Prepared by the:
Pinellas County Metropolitan Planning Organization
310 Court Street
Clearwater, FL 33756**

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Revised March 1, 2012
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Notice for Complaints of Discrimination Based on Disability

The Pinellas County MPO has established a process for investigating and resolving complaints alleging disability discrimination related to MPO services, programs and its office. Regulations implementing provisions of Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act (ADA) of 1990 can be found at 49 C.F.R. Parts 27 and 37, and 28 C.F.R. Part 35. This Notice is adopted pursuant to 28 CFR 35.107 and 49 C.F.R. 27.13. The MPO shall review this process on an as needed basis or at a minimum once every three years.

The MPO's Title VI/ADA specialist or MPO designee shall be responsible for overseeing investigations and responses to complaints of discrimination based on disability.

Required Complaint Information Includes:

1. Complainant's Information
(Name, mailing address and daytime phone number)
2. Incident Information
(Date, time, location, how person was discriminated based upon disability and relating details)

Complaints with incomplete information may result in delayed investigations and responses. The MPO cannot respond to complaints without the complainant's mailing address.

How to File a Complaint

Complaints regarding prohibited discrimination based on disability may be submitted to the MPO as follows:

- By telephone to MPO office, 727.464.8200, 727.464.4062 (V/TDD). MPO staff will conduct an interview obtaining detailed information relating to the complaint. The information will be recorded in writing. Before concluding the interview, the staff member will ask if the complainant wishes to have the information reviewed for accuracy and will make any requested corrections.
- In writing to the Pinellas County MPO, 310 Court Street, Clearwater, FL 33756. Complaints may also be faxed to 727.464.8201 or e-mailed to mpo@pinellascounty.org.
- In person at the MPO office, 310 Court Street, Clearwater, FL 33756, 8 a.m. to 4 p.m., Monday through Friday. It is advisable to call the MPO in advance at 727.464.8200 to schedule an appointment.

Persons with a disability who need any accommodation or require language assistance, are entitled at no cost, to certain assistance. Such requests should be directed to the MPO at 727.464.8200 or mpo@pinellascounty.org.

Acknowledgement of Complaint Receipt

Within three business days after receipt of the complaint, a letter will be sent to the complainant that includes all of the following:

1. Acknowledgement that the complaint has been received and is pending investigation.
2. The estimated date by which a response will be sent to the complainant.
3. How to contact the MPO if the complainant does not receive a response by that date.

Investigation of Complaint

The MPO Title VI/ADA specialist will investigate the complaint and respond in writing within a reasonable time, not to exceed 30 days from receipt of the complaint. The response will provide information concerning resolution of the complaint.

Records Retention

The MPO shall maintain record of any ADA complaint for a minimum of five years. The record is to include the name and address of the complainant, nature of the complaint, problems identified, resolution of complaint and any resulting modifications made to an MPO program, service or its office facility.