



FHWA Title VI Complaint Procedure for Fluid Waste Services, Inc.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities that receive Federal financial assistance (*See* 23 CFR Part 200 and 49 CFR Part 21).

Who is eligible to file an FHWA Title VI complaint?

The Federal Highway Administration (FHWA) requires that Fluid Waste Services, Inc. report Title VI discrimination complaints. Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any Fluid Waste Services, Inc. program or activity related to road and highway transportation programs because of their race, color, or national origin may file an FHWA Title VI complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated in a discrimination investigation.

How do you file a complaint?

Title VI complaints must be filed within 180 days from the last date of the alleged discrimination unless the time for filing is extended by the processing agency. Reasonable efforts will be made to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact Sally Roberts.

Complaints should be filed in writing and signed, and may be submitted via mail, email, fax or in person to:

Sally Roberts

(317) 773-7996

sroberts@fluidwaste.com (agency contact information)

What happens after a complaint is filed?

Fluid Waste Services, Inc. must forward any Title VI complaint related to a Federal-aid highway program to the Indiana Department of Transportation (INDOT) within three (3) business days. INDOT will then forward the Title VI complaint to the appropriate FHWA Division Office for further processing.

Once an FHWA Title VI complaint is received, Fluid Waste Services, Inc. will log the complaint information in its records. After forwarding the complaint to INDOT, Fluid Waste Services, Inc. will provide the complainant with the name and contact information of the INDOT employee responsible for coordinating the complaint.

FHWA Headquarters Office of Civil Rights (HCR) will determine whether a Title VI complaint is accepted or dismissed, as well as whether FHWA or INDOT will investigate the complaint. FHWA HCR will notify the complainant, as well as appropriate agencies, of its decision. For more information, please visit the FHWA website at

https://www.fhwa.dot.gov/civilrights/programs/title_vi/titleviqa.cfm.

Complainants are encouraged, but not required, to use the following complaint form when filing a complaint with Fluid Waste Services, Inc. or INDOT. At a minimum, each complaint should contain a written explanation of the alleged discrimination, complainant's contact information, the basis of the complaint (e.g., race, color, national origin), the names of specific individuals or agencies involved, sufficient information to understand the facts that led the complainant to believe that

discrimination occurred in a program or activity that receives Federal financial assistance, and date(s) of the alleged discrimination.

Attach complaint form here:

Title VI & ADA Complaint Form

FWS prohibits discrimination based on race, color, national origin, or disability in our services, programs, and activities.

If you believe you have experienced discrimination under Title VI or the Americans with Disabilities Act (ADA), you may file a complaint using this form. Provide as much detail as possible to assist in our investigation. You may attach any relevant documents to support your complaint.

Section I: Complainant Information

Name:		
Address:		
City:	State:	Zip:
Phone:		
Email:		

Preferred Contact Method: ☐ Phone ☐ Email ☐ Mail

Accessible Format Requirements?

☐ Large Print ☐ Audio Tape ☐ TDD ☐ Other: _____

Section II: Complainant Representation

Are you filing this complaint on your own behalf?

☐ Yes (*Proceed to Section III*) ☐ No (*Complete the following*)

Name of person on whose behalf complaint is filed:
Relationship to complainant:

Have you obtained permission from the aggrieved party to file on their behalf?

☐ Yes ☐ No



Title VI & ADA Complaint Form

Section III: Complaint Details

Type of Complaint (*Check all that apply*):

☐ Title VI (*Race, Color, National Origin*)

☐ ADA (*Accessibility, Disability*)

☐ Other: _____

Date of Incident:
Location of Incident:

Description of Complaint:

(Include specific details such as names, dates, times, jobsites, witnesses, and any other relevant information. Attach additional pages if necessary.)

List any witnesses and their contact information:



Title VI & ADA Complaint Form

What type of corrective action would you like to see taken?

Section IV: Previous Actions

Have you previously filed a complaint with FWS regarding this issue?

☐ Yes ☐ No

If yes, what was the complaint number? _____

Have you filed this complaint with any other agency?

☐ Yes ☐ No

If yes, specify the agency:

- ☐ Federal Transit Administration
- ☐ U.S. Department of Transportation
- ☐ Indiana Dept. of Transportation
- ☐ Department of Justice
- ☐ Equal Employment Opportunity Commission
- ☐ Other: _____

Have you filed a lawsuit regarding this complaint?

☐ Yes ☐ No

If yes, please provide a copy of the complaint.

Title VI & ADA Complaint Form

Section V: Signature

I affirm that the information provided above is true and correct to the best of my knowledge.

Signature:
Date:

(Note: We cannot accept your complaint without a signature.)

Submission Instructions

Mail or email your completed form to:

Fluid Waste Services, Inc.
PO Box 264
Noblesville, IN 46061
sroberts@fluidwaste.com

FWS is committed to providing equitable and accessible transportation for all. We will review your complaint promptly and take appropriate action in accordance with Title VI and ADA regulations.

