



WellLife Network Inc.

TITLE VI PLAN

# Title VI Plan

Title VI/ Nondiscrimination Policy Statement .....

Authorities.....

Title VI Reporting Relationships .....

Organization and Staffing - General.....

Program Administration and Title VI Coordinator’s Responsibilities .....

Complaint Procedures and Complaint Form .....

Special Emphasis Program Areas .....

Planning and Program Development.....

Consultant Services/Environmental .....

Engineering Services .....

Right-of-Way .....

Contract Compliance .....

Attachment 1 -- Title VI Notice to Public .....

Attachment 2 -- Title VI Assurances .....

Appendix 3 -- For Contractors, Subcontractors, Suppliers, and Manufacturers.....

Appendix A.....

Appendix B .....

Appendix C.....

Appendix D.....

Appendix E.....

## **Title VI/Nondiscrimination Policy Statement**

The **WellLife Network Inc.** assures that no person shall on the grounds of race, color, national origin, or sex as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The **WellLife Network Inc.** further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

In the event that the **WellLife Network Inc.** distributes federal aid funds to another governmental entity, the **WellLife Network Inc.** will include Title VI language in all written agreements and will monitor for compliance. The **WellLife Network Inc.**'s Contract Compliance Office is responsible for initiating and monitoring Title VI activities, preparing required reports and other **WellLife Network Inc.** responsibilities as required by 23 CFR 200 and 49 CFR 21.

### **Authorities**

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (please refer to 23 CFR 200.9 and 49 CFR 21).

The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal Aid recipients, subrecipients, and contractors, whether such programs and activities are federally assisted or not (Public Law 100-259 [S. 557] March 22, 1988).

### **Additional Authorities and Citations Include:**

Title VI of the Civil Rights Act of 1964; 42 USC 2000d to 2000d-4; 42 USC 4601 to 4655; 23 USC 109(h); 23 USC 324; DOT Order 1050.2; EO 12250; EO 12898; 28 CFR 50.3; EO 13166.



## Title VI Reporting

The **WellLife Network Inc.** has appointed **Lauren Gasparine**, as the **WellLife Network Inc.** Title VI Coordinator.

The **WellLife Network Inc.** is required to appoint a Title VI Coordinator who will have easy access to the agency's Chief Executive Officer.

The contact information for the **WellLife Network Inc.**'s Title VI Coordinator is as follows:

**WellLife Network Inc.**  
Lauren Gasparine, Corporate Compliance Officer  
142-02 20<sup>th</sup> Ave. Flushing, NY 11357  
(347) 542-4203  
[lauren.gasparine@welllifenetwork.org](mailto:lauren.gasparine@welllifenetwork.org)

## Limited English Proficiency Strategies

Strategies to provide meaningful access to LEP persons to ensure that they can communicate effectively will be achieved by measures including but not limited to:

- Applying the "four factor analysis" process provided as a guideline from the U.S. Department of Justice to determine LEP needs. This process includes determining the number and proportion of LEP individuals within the population, the frequency with which LEP individuals will come in contact with the program, the nature and importance of the program to people's lives, and the resources available to provide translation services. The results of this analysis will be used to outreach and engage LEP persons in the transportation planning process.
- Developing a demographic assessment for the impacted area to determine if there is a 5% or more minority population requiring special language assistance, and address the needs.
- Developing a written policy to ensure the implementation of LEP measures that identify and assess the language needs of its LEP population. Provide for a range of language assistance options, including notices to LEP persons in a language they can understand regarding their right to free language assistance.
- Training to ensure that staff are knowledgeable and aware of LEP policies and procedures, and are trained to work effectively in the facilitation of the process.
- Providing translation services for public documents and competent interpreters at public hearings.
- Increasing opportunities for public involvement, particularly by historically underserved populations including LEP individuals by advertising in local and local minority newspapers.

- Monitoring the program to ensure that LEP persons have meaningful access to the transportation planning and implementation process.

### **Title VI Responsibilities**

- Notify protected group residents of public meetings or hearings regarding a proposed project. Ensure time and location for public meetings or hearings is accessible.
- Maintain mechanisms to identify population affected by a project.
- Ensure participation of all segments of the impacted population in the location selection process.
- Ensure that all federally funded consultant contracts administered by this section have the appropriate Title VI Appendix enclosed.
- Review guidelines and procedures to ensure Title VI compliance.
- Maintain and update necessary data and documentation, including demographic data mapping ethnicity by area as required for completion of the department's internal annual Title VI Annual Report.

## **Title VI Coordinator's Responsibilities**

As authorized by Sherry Tucker, the Title VI Coordinator is responsible for initiating, monitoring, and ensuring the **WellLife Network Inc.**'s compliance with Title VI requirements as follows:

1. Process, review and investigate Title VI complaints received by the **WellLife Network Inc.** in accordance with the **WellLife Network Inc.**'s Complaint Procedures. If any individual believes they or any other program beneficiaries have been subject to unequal treatment or discrimination as to the receipts of benefits and/or services, or on the grounds of race, color, national origin, or gender, they may file a complaint with the **WellLife Network Inc.**. It is the goal of the **WellLife Network Inc.** to resolve complaints informally at the lowest managerial level.
2. Collect statistical data (race, color, income, gender, and national origin) of participants in and beneficiaries of **WellLife Network Inc.** programs. Procedures will be reviewed regularly to ensure the data is sufficient in meeting the Title VI program administration requirements.
3. Conduct Title VI reviews when necessary of contractors and other recipients of federal aid funds.
4. Prepare an Annual Title VI Update Report. The update will report on any accomplishments and changes to the program occurring during the preceding year. The update will include goals and objectives for the upcoming year.
5. Schedule training for Title VI related statutes for **WellLife Network Inc.** employees. The training will provide comprehensive information on Title VI provisions, its application to program operations, identification of Title VI issues and resolution of complaints. All



directives providing operational guidelines to all subrecipients will be reviewed annually to include Title VI language and provisions and related requirements, where applicable.

6. Identify and eliminate discrimination when found to exist. Work with all **WellLife Network Inc.** offices and departments to establish procedures for promptly resolving deficiencies. Procedures will be implemented to identify and eliminate discrimination when found to exist, including, but not limited to utilization of disadvantaged business enterprises, public involvement and property acquisition.
7. Establish procedures for promptly resolving deficiency status and reducing to writing the remedial action agreed to be necessary within a period of 90 days. The **WellLife Network Inc.** will actively pursue the prevention of Title VI deficiencies and violations and will take the necessary steps to ensure compliance with all program administrative requirements. When irregularities occur in the administration of the program's operation, procedures will be implemented to resolve Title VI issues, and reducing to writing remedial action agreed necessary within a period of 90 days.
8. Maintain updated legislative and procedural information regarding the **WellLife Network Inc.**'s Title VI Program. This will include federal laws, rules and regulations, NYSDOT guidelines, the **WellLife Network Inc.** Plan and updates, and other resource information pertaining to Title VI issues.

## Title VI Complaint Procedures

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 as amended, Section 504 of the Rehabilitation Act of 1973, Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990, relating to any transportation or Public Works program or activity administered by the City, as well as to subrecipients, consultants, and contractors. These procedures apply to complaints filed against a program or activity funded by either the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA) or the Federal Aviation Administration (FAA).

Intimidation or retaliation of any kind is prohibited per Title 49, Code of Federal Regulations, Part 21.11(e).

The procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination.

These procedures are part of an administrative process, which does not provide for remedies that include punitive damages or compensatory remuneration for the complainant. Every effort will be made to obtain early resolution of complaints at the lowest managerial/administrative level possible. The option of informal mediation meeting(s) between the affected parties and the investigator may be used for resolution, at any stage of the process. The investigator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

## Procedures

Any person who believes that they or any specific class of persons has been subjected to discrimination or retaliation prohibited by any of the Civil Rights authorities prohibited under Title VI based upon race, color, sex, age, national origin or disability may file a written complaint with the **WellLife Network Inc.**

### Time Limits for Filing

A formal complaint must be filed within 180 days after:

- The date of the alleged act of discrimination; or
- The date when the person became aware of the alleged discrimination; or
- There has been a continuing or the latest instance of the discriminatory conduct.

### Form of Complaints

A formal complaint must meet the following requirements:

- Must be in writing and signed by the person or their representative and include the complainant's name, address and telephone number. A formal complaint of discrimination will also be acknowledged and processed if received by fax or e-mail. A formal complaint of discrimination received by telephone will be written down and provided to the complainant for confirmation or revision before processing.
- Must provide a detailed description of the issues including names, dates, and job titles of witnesses or those individuals perceived as parties in the complained of incident.

Upon receipt of the complaint, the **WellLife Network Inc.** will determine its jurisdiction, acceptability, need for additional information and the investigative merit of the complaint. In cases where the complaint is against one of the **WellLife Network Inc.**'s subrecipients of federal highway funds, the **WellLife Network Inc.** will assume jurisdiction and will investigate and adjudicate the case. Complaints against the **WellLife Network Inc.** will be referred to the New York State Department of Transportation's Office of Civil Rights for proper disposition. In special situations warranting intervention to ensure equity, the NYSDOT Office of Civil Rights may assume jurisdiction and either complete or obtain services to review or investigate matters.

### Acceptance of a complaint will be determined by

- Whether the complaint is timely filed;
- Whether the allegations involve a covered basis such as race, color, national origin, gender, disability or retaliation;
- Whether the allegations involve a program or activity of a Federal-aid recipient, subrecipient, or contractor; or, in the case of ADA allegations, an entity open to the public;
- The complainant(s) acceptance of reasonable resolution based on the Department's administrative authority;

### A complaint may be dismissed for the following reasons

- The complainant requests the withdrawal of the complaint;



- The complainant fails to respond to repeated requests for additional information needed to process complaint;
- The complainant cannot be located after reasonable attempts.

The **WellLife Network Inc.** has sole authority for accepting complaints for investigation. Once the **WellLife Network Inc.** decides to proceed with the investigation, the complainant and the respondent will be notified in writing of the determination within ten (10) calendar days. The complaint will receive a case number and be logged into the **WellLife Network Inc.**'s records identifying its basis, alleged harm, the race, color, national origin and gender of the complainant(s).

In cases where the **WellLife Network Inc.** investigates the complaint, the **WellLife Network Inc.** will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have ten (10) calendar days from the date of the **WellLife Network Inc.**'s written notification of acceptance of the complaint to furnish their response to the allegations.

Within 40 calendar days of the acceptance of the complaint, **WellLife Network Inc.** or the NYSDOT investigator will prepare an investigative report for the **WellLife Network Inc.**'s Title VI Coordinator and **CEO**. The report will include a narrative description of the incident, identification of persons interviewed, findings and recommendations for disposition. **WellLife Network Inc.**'s Title VI Coordinator and the **CEO** will have 10 calendar days to review and provide comments to the investigator.

Once the investigator addresses any comments to the preliminary investigative report, the report and its findings will be forwarded to **WellLife Network Inc.**'s General Counsel for review. The General Counsel will review the report and associated documentation and will provide input within 10 calendar days.

Any comments or recommendations from the **WellLife Network Inc.** General Counsel will be reviewed by the **CEO**. There will be a period of 10 calendar days for the **CEO** to discuss the report and any recommendations with **WellLife Network Inc.**'s Title VI Coordinator, and to have the Title VI Coordinator address any modifications before the report's release to the corresponding United States Department of Transportation (USDOT) modality (FHWA, FTA, FAA).

**WellLife Network Inc.**'s final investigative report and a copy of the complaint will be forwarded to either NYSDOT, FHWA, FTA, or FAA, within 60 calendar days of the acceptance of the complaint.

**WellLife Network Inc.** will notify the parties of its preliminary findings which are subject to the corresponding USDOT modality's concurrence.

The corresponding USDOT modality will issue the final decision to **WellLife Network Inc.** based on the investigative report.



USDOT will analyze the facts of the case and will issue its conclusion to the complainant according to their procedures. Once the corresponding USDOT modality issues its final decision, **WellLife Network Inc.** will notify all parties involved about such determination. USDOT's final determination is not subject to an appeal.

## **Department of Transportation Procedures for Filing a Complaint**

### **Purpose**

Complaints under this part are limited to allegations of violation of the provisions of Title VI of the Civil Rights Act of 1964 (and related statutes as identified in Section 1-2) and Title II of the Americans with Disabilities Act of 1990 and/or Section 504 of the Rehabilitation Act of 1973. The procedures are designed to provide due process for complainants and respondents relating to discrimination in federally funded programs and services.

### **Nondiscrimination Statutes**

- **Title VI of the Civil Rights Act of 1964**, 42 U.S.C. 2000d, provides: No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.
- **Section 504 of the Rehabilitation Act of 1973**, 42 U.S.C. 794, et seq., provides: No qualified handicapped person shall, solely by reason of his handicap, be excluded from participation in, be denied the benefits of, be subjected to discrimination under any program or activity that receives or benefits from Federal financial assistance.
- **Age Discrimination Act of 1975**, 42 U.S.C. 6101, provides: No person in the United States shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.
- **Federal Aid Highway Act of 1973**, 23 U.S.C. 324, provides: No person shall, on the ground of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal assistance under this Title or carried on under this Title.
- **The Civil Rights Restoration Act of 1987**, P.L. 100-209, provides: Clarification of the original intent of Congress in Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973. The Act restores the broad, institution-wide scope and coverage of the nondiscrimination statutes to include all programs and activities of Federal-aid recipients, sub-recipients, and contractors, whether such programs and activities are federally assisted or not.
- **Title II of the Americans with Disabilities Act of 1990**, 42 U.S.C. 12131, et seq., provides: No qualified individual with a disability shall, by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination by a department, agency, special purpose district, or other instrumentality of a State or local government.

## **Complaint Policy and Procedure**

It is the Policy of the Department of Transportation to never exclude any person from participation in, deny any person the benefits of, or otherwise discriminate against anyone in connection with the award and performance of any contract covered by Title VI of the Civil Rights Act of 1964 (Title VI) and related statutes, Section 504 of the Rehabilitation Act of 1973 (Section 504), or Title II of the Americans with Disabilities Act of 1990 (ADA). Any person by themselves or by a representative, who believes they have been subjected to prohibited discrimination or retaliation prohibited may file a complaint.

Further, in administering the Disadvantaged Business Enterprise program pursuant to 49 CFR 26, Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs, the Department shall not, directly or through contractual or other arrangements, use criteria or methods of administration that have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to certified firms. Any person/s who believe they have been subjected to unlawful discrimination by being denied the benefits of, access to, or participation in the programs and activities, or services of NYSDOT or organizations funded through NYSDOT may file a complaint. The complaint may be filed by the individual or his/her representative.

## **Timeframe for Filing Complaints**

Complaints must be filed within 180 days of the last date of the alleged discrimination, unless the time for filing is extended. An extension may be granted under any of the following circumstances:

- a. The complainant could not reasonably be expected to know the act was discriminatory within the 180-day period, and the complaint was filed within 60 days after the complainant became aware of the alleged discrimination;
- b. The complainant was unable to file a complaint because of incapacitating illness or other incapacitating circumstances during the 180-day period, and the complaint was filed within 60 days after the period of incapacitation ended;
- c. The complainant filed a complaint alleging the same discriminatory conduct within the 180-day period with another Federal, State or local civil rights enforcement agency, and filed a complaint with DOT within 60 days after the other agency had completed its investigation or notified the complainant that it would take no further action;
- d. The complainant filed, within the 180-day period, an internal grievance alleging the same discriminatory conduct that is the subject of the DOT complaint, and the complaint is filed no later than 60 days after the internal grievance is concluded;
- e. Unique circumstances generated by NYSDOT action have adversely affected the complainant;
- f. The discriminatory act is of a continuing nature; or
- g. Some complaints will be referred to NYSDOT by other agencies. In the event the referring agency has possessed the complaint for an inordinately long period of time and the complainant filed his or her complaint with that agency within the 180-day timeframe NYSDOT will



automatically grant an informal extension. In these cases, staff does not need to notify the complainant of the extension.

### **Processing Complaints**

The Department will follow the protocol below for reviewing a complaint:

1. Acknowledge receipt of the complaint.
2. Determine if the Department has jurisdiction to review the complaint.
3. Schedule an interview, if deemed necessary.
4. Determine if other public or private entities are or should be involved
5. Determine if meetings with affected party or other interested parties are needed.
6. Issue a preliminary review finding.
7. Issue a final review finding.
8. Issue corrective action recommendations.
9. Issue sanction recommendations

Complaints filed under Title VI with NYSDOT in which NYSDOT is named as the respondent will be forwarded to The Federal Highway Administration Headquarters Office of Civil Rights or the Federal Transit Administration for investigation.

Title VI complaints filed directly with NYSDOT its sub-recipients, vendors or contractors will be processed by NYSDOT in accordance with the approved complaint procedures as required under 23 CFR 200.9(b)(3).

Complaints filed under the Section 504/ADA with NYSDOT can be investigated by NYSDOT in accordance with 49 CFR 27.13(b).

Reviews of alleged violations commence within thirty (30) days of a complaint being received by the Department to determine whether it contains all necessary information required for acceptance.

If the complaint is complete and no additional information is needed, the complainant will be sent a letter of acceptance.

If the complaint is incomplete, the complainant will be contacted in writing or by telephone to obtain the additional information. The complainant will be given 15 calendar days to respond to the request for additional information.

If it becomes clear that NYSDOT lacks jurisdiction over a complaint, the complaint will be referred to the appropriate agency. A referral letter will be sent to the agency along with the complaint and other

documents. A letter will also be sent to the complainant stating that the complaint has been referred to another agency and that NYSDOT has closed the complaint.

The Department will strive to come to a complaint resolution within 90 days of receipt of the initial complaint.

### **Dismissals**

A complaint may be dismissed for the following reasons:

1. The complaint is untimely filed;
2. The complainant fails to respond to repeated requests for additional information needed to process the complaint;
3. The complainant cannot be located after reasonable attempts;
4. There is no statutory or alleged basis for the complaint, NYSDOT lacks jurisdiction in the matter, or the complainant does not allege any harm with regard to current programs or statutes;
5. The complaint has been investigated by another agency and the resolution of the complaint meets USDOT/FHWA regulatory standards; e.g., all allegations were investigated, appropriate legal standards were applied, and any remedies secured meet USDOT's standards;
6. The NYSDOT obtains credible information at any time indicating that the allegations raised by the complainant have been resolved, or are moot and there are no class-wide allegations or implications. In such a case, NYSDOT will attempt to ascertain the apparent resolution. If NYSDOT determines that there are no current allegations appropriate for further complaint resolution, the complaint will be closed;
7. The complainant decides to withdraw the complaint. If the complaint included class allegations, the NYSDOT may close out the entire complaint, pursue resolution of the class allegations, or use the information to target future compliance review activity;
8. The same complaint allegations have been filed with another Federal, State, or local agency, or through a respondent's internal grievance procedures, including due process proceedings, and NYSDOT anticipates that the respondent will provide the complainant with a comparable resolution process under comparable legal standards; e.g., all allegations were investigated, appropriate legal standards were applied, and any remedies secured meet USDOT's standards;
9. The NYSDOT refers a complaint over which USDOT has jurisdiction to another agency that also has jurisdiction but may be better suited to conduct the investigation;
10. A complaint, because of its scope, may require extraordinary resources. In such instances, NYSDOT may consider treating such a complaint as a compliance review. Similarly, a compliance review may be the most effective means of addressing multiple individual complaints against the same respondent; or,
11. If NYSDOT selects this option, it should discuss the decision with the complainant(s), close the complaint, and initiate the review as soon as possible. The NYSDOT should provide the complainant(s) with a copy of the resolution documents upon completion of the compliance review.



# Department of Transportation Complaint Form

## General Instructions for Completing the Application

Unless otherwise indicated, applicants are required to complete all required fields as they appear in the application.

### **PART A: Complainant Contact Information**

#### **Complainant Contact Information:**

First Name: Last Name:

Title:

Address 1:

Address 2:

City: State: Zip Code:

Phone #: ( )

E-mail:

### **PART B: Complaint**

Name of the Entity/individual against which this complaint is being filed:

Location of incident:

Address 1:

Address 2:

City: State: Zip Code:

Phone #: ( )

### **PART C: Complaint Details**

Please place an 'X' on the appropriate line(s). Select the phrase that best represents what occurred.

\_\_\_ **DISCRIMINATION**

- i. I received negative comments, racial slurs, or other unwelcome remarks, or questions because of my: (Place an 'X' next to all that apply)

Age	
Gender	
National Origin	
Race	
Religion	
Other	

- ii. I was denied equal access to: (place an 'X' next to all that apply)

Contracting Opportunities	
Information	
Programs	
Public Transportation	
Services	
Training	
Other	

**PART C: Complaint Details- continued**



because of my: (place an 'X' next to all that apply)

Age	<input type="checkbox"/>
Disability	<input type="checkbox"/>
Gender	<input type="checkbox"/>
Limited English Lang. Proficiency	<input type="checkbox"/>
National Origin	<input type="checkbox"/>
Race	<input type="checkbox"/>
Religion	<input type="checkbox"/>
Other	<input type="checkbox"/>

In the space below, provide any other details regarding your complaint that you would like considered that have not already been addressed in this form.

**PART C: Complaint Details- continued**

**HARASSMENT**

i. I was: (place an 'X' next to all that apply)

Harassed	
Subjected to unfair worksite policies and practices	
Subjected to unfair bidding practices	
Other	

ii. I was sexually harassed because I: (place an 'X' next to all that apply)

Was subjected to unwelcome sexual advances and/or sexually charged comments	
Am/was exposed to sexually explicit pictures/posters posted in common and/or public areas	
Other	

In the space below, provide any other details regarding your complaint that you would like considered that have not already been addressed in this form.



### PART C: Complaint Details- continued

Regarding barriers to equal access, select all that apply to your experience: (place an 'X' next to all that apply)

Written information related to instructions, directions, or vital information was not available in my native language.	
Translation services I requested were not made available to me for live or recorded events, presentations, or trainings.	
I was denied an accommodation to enter a building, or to access a facility or room in the building.	
There were no signs conspicuously posted notifying me of wheelchair accessibility.	
Readers and/or interpreters for the blind and/or hearing impaired I requested were not provided to me.	

In the space below, provide any other details regarding your complaint that you would like considered that have not already been addressed in this form.

**PART C: Complaint Details- continued**

**\_\_\_ ADA**

I could not access public transportation, a public facility, or public right of way because: (place an 'X' next to all that apply)

Of physical barriers (e.g. Improper ramps, lack of equipment or crossing aids, etc.)	
The bus did not have chair lifts or there was no bus-lowering mechanism.	
The sidewalks, roadways or public facility was not maintained to allow access.	
The paratransit bus schedule does not accommodate my activities of daily living.	
The bus routes do not sufficiently deviate from routes to accommodate me.	
The vehicles, shelters, and/or other facilities are not accessible to me.	

In the space below, provide any other details regarding your complaint that you would like considered that have not already been addressed in this form.



**PART C: Complaint Details- continued**

**FRAUD**

- i. I witnessed a disadvantaged business enterprise (DBE), a minority or women owned (M/WBE), or a service disabled veteran owned (SDVOB) firm not performing the contractual commercially useful function (CUF) on a NYSDOT contract.

The firm is: \_\_\_\_\_

Contractual services that were to be performed include: \_\_\_\_\_

\_\_\_\_\_

       Place an 'X' on the line to attach any documents or photos that substantiate your complaint.

- ii. I have not been paid promptly for the work I have performed as follows: (place an 'X' next to one)

I have not received any payments	<input type="checkbox"/>
I have received some and/or partial payments	<input type="checkbox"/>
I received full payments, but they are late	<input type="checkbox"/>
I received partial payments and they are late	<input type="checkbox"/>

**PART C: Complaint Details- continued**

iii. My payment is \_\_\_\_\_ days late. Attach the following documentation to this complaint:

Place an 'X' in the next box to attach the signed contract/agreement between your firm and the Prime Contractor that outlines the scope of services and payment or reimbursement schedules for services or supplies.	
Place an 'X' in the next box to attach documentation to support that your firm fulfilled its obligations in the project, e.g. signed delivery slips, payroll reports, etc.	
Place an 'X' in the next box to attach documentation or communications from the Prime Contractor regarding any payment issues or reasons why you have not been compensated.	
If you received partial payments, place an 'X' in the next box to attach a listing of the payment dates and amounts received.	

iv. My firm was negatively affected by a removal or substitution for an approved item of work for project: \_\_\_\_\_ Location: \_\_\_\_\_  
(Project No.)

Attach the following documentation to this complaint:

Place an 'X' in the next box to attach documentation to support the original scope of the project.	
Place an 'X' in the next box to attach documentation or communications from the Prime Contractor regarding why your firm's scope of work was being removed from the project or why your firm was being replaced with another firm.	



**PART C: Complaint Details- continued**

- v. A Prime Contractor did not negotiate a bid with me/my firm in good faith.

Place an 'X' in the next box to attach any documents or other information that substantiates your complaint.	
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In the space below, provide any other details regarding your complaint that you would like considered that have not already been addressed in this form.

## PART D: Additional Information

- i. Were there any witnesses to the action or inaction leading to your complaint? (Place an 'X' in the box next to your response)

Yes	
No	
Unknown	

Please provide the name(s) and contact information for any witnesses: (if any)

--

- ii. Was this complaint filed with another agency? (Place an 'X' in the box next to your response)

Yes	
No	

Filed with: (Place an 'X' in the box next to your response)

Local Entity	
Private Entity	
Human Rights Commission	
Department of Justice	
USDOT-FTA	

## PART D: Additional Information

- iii. Were you the recipient of intimidation or retaliatory actions because you filed a complaint?  
(Place an 'X' in the box next to your response)

Yes	
No	