



CDOT Discrimination Complaint Procedure

Federal law prohibits discrimination on the basis of race, color, national origin, age, sex, or disability in any CDOT program or activity. This prohibition applies to all branches of CDOT, agencies and organizations that receive money from CDOT, contractors, consultants, and anyone else who acts on CDOT's behalf.

Federal law requires that CDOT investigate, if designated to do so, track, and report discrimination complaints. Complaints must be filed in writing and efforts will be made to investigate complaints within sixty days of submission. If you need assistance to file your complaint or need interpretation services, please contact the CDOT Civil Rights and Business Resource Center (CRBRC) at:

Colorado Department of Transportation
Civil Rights and Business Resource Center
2829 W. Howard Pl.
Denver, CO 80204
dot_civilrights@state.co.us
Phone: (303) 757-9234

El Procedimiento y el Formulario de Queja y Discriminación están disponibles en español en el siguiente enlace <https://www.codot.gov/business/civilrights/complaints> o llamando (303) 757-9234.

Who is eligible to file a complaint?

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any CDOT program or activity because of their race, color, national origin, age, sex, or disability may file a 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?

Complaints must be filed in writing within **180 days** from the last date of the alleged discrimination. However, contact the CRBRC if you believe your complaint may fall outside this deadline. The CRBRC will respond with a confirmation that the complaint was received within 10 business days of submission.

CDOT will make reasonable efforts to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. For assistance in filing a complaint, please contact the Civil Rights & Business Resource Center at (303) 757-9234.

While not required, complainants are encouraged to use the Discrimination Complaint Form which can be found at www.codot.gov/business/civilrights/your-rights.

Complaints may be submitted via email, fax, or mail to one of the following:

**Civil Rights & Business Resource Center
Complaint Coordinator**
2829 W. Howard Pl., 4th Floor
Denver, CO 80204
dot_civilrights@state.co.us
Phone: (303) 757-9234

**CDOT Region 1 Civil Rights Office
Region Civil Rights Manager**
2829 W. Howard Pl., 1st Floor
Denver, CO 80204
Phone: (720) 630-0887
Fax: (303) 534-0710

**CDOT Region 2 Civil Rights Office
Region Civil Rights Manager**
5615 Wills Blvd.
Pueblo, CO 81008
Phone: (719) 546-5432
Fax: (719) 562-5525

**CDOT Region 3 Civil Rights Office
Region Civil Rights Manager**
222 South 6th St., Room 317
Grand Junction, CO 81501
Phone: (970) 683-6211

**CDOT Region 4 Civil Rights Office
Region Civil Rights Manager**
10601 W. 10th Street
Greeley, CO 80634
Phone: (970) 350-2156
Fax: (970) 350-2221

**CDOT Region 5 Civil Rights Office
Region Civil Rights Manager**
3803 N. Main Ave.
Durango, CO 81301
Phone: (970) 385-1403
Fax: (970) 385-1429

Complaints may also be filed directly with the following agencies:

Federal Highway Administration, Colorado Division
12300 West Dakota Avenue, Suite 180
Lakewood, Colorado 80228
Phone: (720) 963-3000
Fax: (720) 963-3001

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor - TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

Phone: (888) 446-2511

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

Colorado Civil Rights Division

1560 Broadway, Lobby Welcome Center, Suite #110

Denver, CO 80202

Main phone: 303-894-2997

Hotline espanol: 720-432-4294

Toll-free: 800-262-4845

V/TTD relay: 711

Fax: 303-894-7830

Email: dora_ccrd@state.co.us

What happens after a complaint is filed with CDOT?

Once the complaint is received, CDOT will review it to determine if CDOT has jurisdiction over the issues raised in the complaint. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by CDOT. Complaints related to employment with CDOT will be investigated by CDOT's Human Resources Division or regional civil rights staff in accordance with CDOT policy. Complaints alleging Title VI violations against CDOT based on Federal Highway Administration (FHWA) funded activities will be routed to FHWA according to FHWA procedures. All other complaints, if within CDOT's jurisdiction, will be investigated by the CRBRC, CDOT's Division of Transit and Rail, or regional civil rights staff, and upon completion of the investigation, formal findings will be summarized and issued to the complainant. You may specify if there is a particular individual or individuals that you feel should not investigate your complaint due to conflict of interest or other reasons.

CDOT has 180 days to investigate the complaint. CDOT will endeavor to investigate and resolve complaints within 60 days. If more information is needed to resolve the case, CDOT may contact the complainant. Investigating a complaint includes interviewing all parties involved and key witnesses. The investigator may also request relevant information such as books, records, electronic information, and other sources of information from all involved parties. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, CDOT can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, they will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any additional training of staff member(s) or other action will occur. In the event that the complainant is not satisfied with the outcome of the complaint investigation, the complainant may appeal to CDOT for reconsideration.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the investigator.

Record retention: ADA complaints will be retained for one year and a summary of all such complaints will be retained for five years.

Questions?

Contact the Civil Rights & Business Resource Center at (303) 757-9234 or email dot_civilrights@state.co.us.