



NYC DOT Civil Rights Complaint Procedure



The New York City Department of Transportation (NYC DOT) is committed to compliance with Title VI of the Civil Rights Act of 1964 (prohibits discrimination on the basis of race, color and national origin), the Civil Rights Restoration Act of 1987, and all related regulations and statutes (expanding protected classes to include, sex, age, disability and income status) (collectively, "Civil Rights Statutes"). All DOT Divisions, Offices, and Bureaus will plan, develop, and implement their programs and activities so that no person is excluded from participation in, denied the benefit of, or otherwise subjected to discrimination in the receipt of DOT services based on race, color, national origin, sex, age, or disability. This complaint procedure is for persons who believe they have been discriminated against by NYC DOT.

Who can file a complaint?

A complaint may be filed by any person or group(s) of persons who believe they have been subject to discrimination on the basis of race, color, national origin, sex, age, disability, or income status in the programs or services administered by NYC DOT.

When should they file complaint?

A complaint must be filed within 180 days of the date of the alleged discrimination.

How can you file a complaint?

- **Online:** Submit an electronic complaint form available at nyc.gov/contactdot.
- **By telephone:** Call 311
- **By Mail:** Send a written complaint to –

New York City Department of Transportation
55 Water Street, 9th Floor
New York, NY 10041
Attention: Commissioner

In addition to filing a complaint with NYC DOT, you can file a complaint with any of the following:

New York City Commission on Human Rights
Website: www1.nyc.gov/site/cchr/index.page
Phone: (718) 722.3131

New York State Division of Human Rights

Website: dhr.ny.gov
Phone: (888) 392.3644

New York State Department of Transportation – Office of Civil Rights

Website: dot.ny.gov/main/business-center/civil-rights
Phone: (518) 457.1129

US Department of Transportation – Departmental Office of Civil Rights

Website: transportation.gov/civil-rights
Phone: (202) 366.4648

Federal Highway Administration – Office of Civil Rights

Website: fhwa.dot.gov/civilrights/
Phone: (202) 366.0693

Federal Transit Administration – Office of Civil Rights

Website: transit.dot.gov/title6
Phone: (888) 446.4511

What information should I include in my complaint?

Complaints submitted by telephone or mail should at least include the following information:

- Summary of the alleged discriminatory act(s)
- Dates of the alleged discriminatory act(s) and whether the alleged discrimination is ongoing
- Basis for the complaint (e.g. race, color, national origin, sex, age, disability, or income status)
- Your contact information

How long will it take for my complaint to be resolved by NYC DOT?

Where practicable, the complainant shall be notified, in writing, of the findings and remedial action, if any, within 60 days.