

## **Appendix B**

### **Outback Express Discrimination Complaint Procedure**

Federal law prohibits discrimination on the basis of race, color, national origin, age, sex, or disability in any Outback Express program or activity.

Federal law requires that Outback Express investigate, track, and report discrimination complaints. Complaints must be filed in writing and will be investigated within sixty days of submission. If you need assistance to file your complaint or need interpretation services, please contact the ECCOG toll free at (800) 825-0208.

#### **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 Outback Express 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 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 CDOT CRBRC if you believe your complaint may fall outside this deadline.

The Outback Express 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 ECCOG toll free at (800) 825-0208.

While not required, complainants are encouraged to use the Discrimination Complaint Form which can be found at [www.eccog.com](http://www.eccog.com)

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

#### **ECCOG Outback Express**

128 Colorado Avenue  
PO Box 28  
Stratton, CO 80836  
(800) 825-0208

Complaints may also be filed directly with one of the following agencies:

**CDOT CRBRC (Headquarters)**

Title VI Coordinator  
4201 East Arkansas Ave., Room 150  
Denver, CO 80222  
[dot\\_civilrights@state.co.us](mailto:dot_civilrights@state.co.us)  
Phone: (800) 925-3427  
Fax: (303) 952-7088

**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, Region 8**

12300 West Dakota Ave., Suite 310  
Lakewood, CO 80228  
Phone: (720) 963-3300

**What happens after a complaint is filed with ECCOG?**

Most complaints will be investigated within **sixty (60) days**. 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.

In some cases, Outback Express must forward complaints to either CDOT, the Federal Highway Administration or Federal Transit Administration for investigation. If your complaint is forwarded to one of these agencies, you will be provided the name and contact information of the employee handling your complaint.

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.

**Questions?**

Contact the Civil Rights & Business Resource Center toll free at (800) 925-3427 or email

[dot\\_civilrights@state.co.us](mailto:dot_civilrights@state.co.us): (720) 963-3333