

File an External Civil Rights Complaint with PHMSA

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, national origin, gender, age or disability by a recipient of PHMSA funding can file an administrative complaint with the PHMSA's Office of Civil Rights under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, The ADA of 1990, The Age Discrimination Act of 1975 or Title IX of the Education Amendments of 1972.

PHMSA investigates complaints on the basis of intentional discrimination or on the basis of disparate impact discrimination, where a neutral policy or practice has the effect of disproportionately excluding or adversely affecting minority beneficiaries or other protected individuals and the recipient's practice lacks a substantial legitimate justification.

Under the Executive Order on Environmental Justice and the U.S. Department of Transportation's Order to Address Environmental Justice in Minority Populations and Low-Income Populations, a member of the public, a group of people, or their representatives can file an administrative complaint against a recipient of financial assistance from PHMSA, or PHMSA itself alleging discrimination and/or adverse environmental effects, including social and economic effects, against a specific minority or low income community or population group, due to a project or activity funded or carried out by DOT.

Individuals and organizations may file a complaint by using the External Civil Rights complaint format. Complaints should be signed and include contact information and should be sent to:

Office of Civil Rights
Pipeline and Hazardous Materials Safety Administration
1200 New Jersey Avenue, SE
PH-20
Washington, DC 20590

PHMSA strives to promptly investigate the complaints received. At the conclusion of our investigation we will transmit a letter of finding to the complainant and the recipient. If our investigation determines that the recipient is not in violation of the external civil rights laws and regulations, our letters will explain why the recipient was found in compliance. If we determine that a recipient is in violation of the external civil rights laws and regulations, our letters will document the violation and instruct the recipient to take action to come into compliance.

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has either filed a complaint to secure rights protected by the nondiscrimination statutes we enforce. Any individual alleging such harassment or intimidation may file a complaint with the PHMSA Office of Civil Rights. We would investigate such a complaint.

External Civil Rights Complaint Format

Background

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, national origin, gender, age or disability by a recipient of Pipeline and Hazardous Materials Safety Administration funding can file an administrative complaint with the PHMSA's Office of Civil Rights under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, The Age Discrimination Act of 1975 or Title IX of the Education Amendments of 1972.

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Under the Executive Order on Environmental Justice and the U.S. Department of Transportation's Order to Address Environmental Justice in Minority Populations and Low-Income Populations, a member of the public, a group of people, or their representatives can file an administrative complaint against a recipient of financial assistance from PHMSA, or PHMSA itself alleging discrimination and/or adverse environmental effects, including social and economic effects, against a specific minority or low income community or population group, due to a project or activity funded or carried out by DOT.

Section I

Name: _____

Address: _____

Telephone Numbers:

(Home) _____ (Work) _____

Electronic Mail Address: _____

Accessible Format Requirements?

Large Print _____ Audio tape _____

TDD _____ Other _____

Section II

Are you filing this complaint on your own behalf?

Yes _____ No _____

[If you answered "yes" to this question, go to Section III.]

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party. _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

Yes ____ No ____

Section III

Have you previously filed a Civil Rights complaint with this agency? Yes ____ No ____

If yes, what was your Complaint Number? _____

[Note: This information is needed for administrative purposes; we will assign the same complaint number to the new complaint.]

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Yes ____ No ____

If yes, check all that apply:

Federal Agency: _____ State Agency: _____

Federal Court: _____ State Court: _____

Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed:

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

[Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.]

Section IV

Name of agency complaint is against:

Contact person: _____ Title: _____

Telephone number: _____

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

Section V

Please sign here: _____

Date: _____

[Note - We cannot accept your complaint without a signature.]

Please mail this format to the address below:

Office of Civil Rights
Pipeline and Hazardous Materials Safety Administration
1200 New Jersey Avenue, SE
PH-20
Washington, DC 20590

OR fax it to: PHMSA Office of Civil Rights at 202-366-0506.

OR e-mail it to: phmsa.civilrights@dot.gov

Once your complaint is received, you will receive a letter acknowledging receipt of the complaint.