

4. Within ten (10) calendar days, the MPO Title VI Specialist will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FDOT's Equal Opportunity Office (EOO).
5. Within sixty (60) calendar days, the MPO Title VI Specialist will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the MPO Director.
6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the MPO Director will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with the FDOT's EOO, if he/she is dissatisfied with the final decision rendered by the MPO. The MPO Title VI Specialist will also provide the FDOT's District One Title VI Coordinator with a copy of this decision and summary of findings.
7. The MPO Title VI Specialist will maintain a log of all verbal and non-written complaints received by the MPO. The log will include the following information:
 - a. Name of Complainant.
 - b. Name of Respondent.
 - c. Basis of Complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation)
 - d. Date verbal or non-written complaint was received by the MPO.
 - e. Date MPO notified the FDOT's District One Title VI Coordinator of the verbal or non-written complaint.
 - f. Explanation of the actions the MPO has taken or proposed to resolve the issue raised in the complaint.