

## Complaint Retention

It is the policy of the Alaska Department of Transportation and Public Facilities (AKDOT&PF) Civil Rights Office (CRO) to identify and maintain summary records for complaints for 5 years, minimum. The original complaint must be retained for 1 year, minimum. All records and summary of complaints will be maintained and housed within the Civil Rights Office filing system.

### **49 CFR 27.121 (b):**

**Compliance reports.** *Each recipient shall keep on file for one year all complaints of noncompliance received. A record of all such complaints, which may be in summary form, shall be kept for five years. Each recipient shall keep such other records and submit to the responsible Departmental official or his/her designee timely, complete, and accurate compliance reports at such times, and in such form, and containing such information as the responsible Department official may prescribe. In the case in which a primary recipient extends Federal financial assistance to any other recipient, the other recipient shall also submit compliance reports to the primary recipient so as to enable the primary recipient to prepare its report.*

Signed: *Robespierre Howard*

Date: 7.15.2024