

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590
If information is needed in another language, contact
(251) 847-2970 ext.1

Title VI Complaint Procedures

A Title VI complaint may be filed by any individual or individuals who allege they have been subjected to discrimination or adverse impact under any FTA funded program or activity based on race, color, or national origin.

The **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION** has adopted Title VI complaints procedures for investigating and tracking complaints.

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION** investigates complaints received no more than 180 days after the alleged incident. The **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION** will process complaints that are complete. Once the complaint is received, the **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION** will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION** has 15 business days to investigate the complaint. If more information is needed to resolve the case, the **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION** may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

In a situation where the complainant is unable or incapable of providing a written complaint, a verbal complaint of discrimination may be made to the **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION**. Under these circumstances, the complainant will be interviewed and the **WASHINGTON COUNTY RURAL PUBLIC TRANSPORTATION** will assist the complainant in converting the verbal allegations to a formal, written complaint. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 days after the date of the letter or the LOF to do so.

If the complainant is not satisfied with actions taken locally or if they demand further action, these unresolved complaints will be referred to Mr. Joe Nix, Alabama Department of Transportation, Modal Programs Bureau, 1100 John Overton Drive, Montgomery, Alabama 36110

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI Complaint Form

Title VI Complaint Form

Section I:

Name: _____

Address: _____

Telephone (Home): _____

Telephone (Work): _____

Electronic Mail

Address: _____

Section II:

Are you filing this complaint on your own behalf? Circle

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:

I believe the discrimination I experienced was based on (check all that apply):

Race Color National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

Section IV

Have you previously filed a Title VI complaint with this agency? Circle

Yes

No

Section V

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: _____

Federal Court _____ State Agency

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:

Section VI

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

Attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Crystal Coates

Washington County Rural Public Transportation

234 Hearn Drive

Chatom, AL 36518