

## LRGVDC

### Procedure for Addressing Complaints

All complaints relating to Title VI will be immediately addressed through the process described here. All transit staff who record complaints as part of their normal duties will be directed to transfer communication alleging any form of discrimination to the Director of Regional Transit Services.

All complaints alleging discrimination under this policy will be made in writing on the form given for this purpose under [Appendix A](#). The form will be submitted to the Director of Regional Transit Services. The Director will notify the complainant that the complaint has been received within one (1) calendar week of receipt. Notification will be made through standard mail or email, if an email address has been given.

The transit department has the sole responsibility for accepting, investigating, and addressing transit discrimination complaints. All transit staff will be made aware, through a memo distributed at least annually that discusses how a discrimination complaint may be identified, that any discrimination complaint must be forwarded directly to Director of Regional Transit Services. No other employees are allowed to accept complaints alleging discrimination from clients. Employees will be made aware that if they have any doubt about whether a complaint is alleging discrimination, they should err on the side of caution and instruct the complainant to seek direct resolution from Director of Regional Transit Services.

After receipt of a complaint, the Director of Regional Transit Services or designee will review the complaint using the form in [Appendix B](#) and determine whether further investigation is warranted. If further investigation is warranted, the Director will conduct an investigation that may include staff interviews, review of records, and other fact-finding activities. If no further investigation is warranted, the Director will note the reasons on the form.

In all cases, the Director of Regional Transit Services will submit a determination letter, on LRGVDC letterhead, to the complainant indicating what steps, if any, were taken to address the issue noted in the complaint. The Director will respond to the complaint via certified mail within ten (10) business days (postmark deadline) of receipt of the complaint. The determination letter will state that the client has the right to appeal the determination to the Executive Director or, if dissatisfied with the determination or any aspect of the complaint process, has a right to submit the complaint at any time to the Federal Transit Administration for an investigation. The address for FTA will be noted in the letter: *Title VI Program Coordinator, FTA Office of Civil Right, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, D.C. 20590.*

The complainant will be given the option to appeal any findings to the Executive Director of the LRGVDC. The appeal must be submitted within 60 calendar days (postmark deadline) of the receipt of the determination letter. The Executive Director will review any appeals in accordance with the form in [Appendix C](#) and will send his determination via a letter on LRGVDC letterhead. The Executive Director will notify the appellant that the appeal has been received within one (1) calendar week of receipt, through standard mail or email, if an email address has been given. The Executive Director will respond to the complaint via certified mail within ten (10) business days (postmark deadline) of receipt of the complaint. The Executive Director's determination letter will state that the client has the right to contact the FTA for an investigation at any time if dissatisfied with the determination or any aspect of the complaint process. The address for FTA will be noted in the letter: *Title VI Program Coordinator, FTA Office of Civil Right, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Ave., SE, Washington, D.C. 20590.*

All records of complaints, investigations, and lawsuits, including complaint forms, review forms, supporting materials, and determination letters will be kept in a single location in the Transit department, organized by date. A table listing any Title VI related investigations, lawsuits, and complaints is contained in [Appendix D](#) and will be updated whenever a change is made.