



## TITLE VI COMPLAINT PROCEDURES

As a recipient of federal money, VFTA is required to comply with Title VI of the Civil Rights Act of 1964 and ensure services and benefits are provided without discrimination to race, color, and national origin. The VFTA Title VI Complaint Procedure outlines a process for Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012. These VFTA Title VI Complaint Procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by VFTA or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is strictly prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and a transit analyst may be utilized for resolution, at any stage of the process. The transit analyst will make every effort to pursue a resolution to the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by VFTA may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. VFTA investigates complaints received no more than 180 days after the alleged incident. VFTA will only process complaints that are complete.

Within 10 business days of receiving the complaint, VFTA 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. VFTA has 30 days to investigate the complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.

If more information is needed to resolve the case, VFTA may contact the complainant. The complainant has 10 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 10 business days VFTA can administratively close the case.

A case can be administratively closed also if the complainant no longer wishes to pursue their case. 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 10 business days after the date of the letter or the LOF to do so.

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.