

## **WARREN COUNTY TRANSIT**

### **Title VI Complaint Procedure**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Warren County Board of Commissioners, as owners of the Warren County Transit Service (hereinafter referred to as “WCTS”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The Warren County Transit Service investigates complaints received no more than 180 days after the alleged incident. WCTS will process complaints that are complete.

Once the complaint is received, WCTS 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.

WCTS has thirty (30) days to investigate the complaint. If more information is needed to resolve the case, WCTS may contact the complainant. The complainant has fifteen (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 fifteen (15) business days, WCTS 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 thirty (30) 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.