

Appendix 3

DEKALB AREA RURAL TRANSDIT (DART) TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity, or national origin by the 5310/5311 grantee, DART transit system, may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Section 5310/5311 grantee, DART investigates complaints received no more than 180 days after the alleged incident. The Section 5310/5311 grantee, DART will process complaints that are complete.

Once the complaint is received, DART 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.

DART has ten (10) business days to investigate the complaint. If more information is needed to resolve the case, DART may contact the complainant. The complainant has ten (10) business days from the date of the acknowledgement 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 ten (10) business days, DART can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue his or her 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. A letter of finding (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 ten (10) 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 (FTA) at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact DART at 1-260-925-3311 or 1-888-220-2242.

Si necesita información en otro idioma, póngase en contacto con DART 1-260-925-3311 o al 1-888-220-2242.

DART's Title VI Complaint Procedure is made available in the following locations:

- ✓ Posted on the Agency website (dekalbcountycouncilonaging.org)
- ✓ Made available in hard copy in the central office
- ✓ Note: also available in Spanish