

## **Title VI Complaint Procedures**

### **How to file a Title VI Complaint?**

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Discrimination Complaint Form (see **Appendix D**) may be used to submit the complaint information. The complaint may be filed in writing with ACTA at the following address:

Alamance County Transportation Authority  
Attention: Title VI Coordinator  
128 Electric Ave.  
Burlington, NC 27215

Complainant may also file a complaint at the following address:

NCDOT - Office of Equal Opportunity & Workforce Services  
External Civil Rights Section  
1511 Mail Service Center  
Raleigh, N.C. 27699-1511  
(919) 508-1830 or 800-522-0453  
(Remove income from the complaint form)

NOTE: ACTA encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

### **What happens to the complaint after it is submitted?**

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by ACTA will be directly addressed by ACTA. ACTA shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, ACTA shall make every effort to address all complaints in an expeditious and thorough manner.

A letter of acknowledging receipt of complaint will be mailed within seven days (**Appendix E**).

Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

NOTE: ACTA will consult with NCDOT's External Civil Rights Section to confirm the acceptability and jurisdiction of complaints. If NCDOT has jurisdiction, the External Civil Rights Section will be responsible for the remainder of this process. ACTA will record the transfer of responsibility in its complaints log.

**How will the complainant be notified of the outcome of the complaint?**

ACTA will send a written response letter (see **Appendix F**) to the complainant indicating the complaint has been substantiated or a letter notifying complainant that the complaint is not substantiated (see **Appendix G**). If not substantiated, the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from ACTA, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

**DISCRIMINATION COMPLAINT FORM**

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Related statutes prohibit discrimination on the basis of sex, age or disability. If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and sent it to:

Alamance County Transportation Authority  
P.O. Box 2746,  
Burlington, N.C. 27216

Please print clearly:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_(home) \_\_\_\_\_(cell) \_\_\_\_\_(message)

Person discriminated against: \_\_\_\_\_

Address of person discriminated against: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Please indicate why you believe the discrimination occurred:

\_\_\_\_\_ race                                  \_\_\_\_\_ sex  
\_\_\_\_\_ color                                  \_\_\_\_\_ age  
\_\_\_\_\_ national origin                  \_\_\_\_\_ disability

What was the date of the alleged discrimination? \_\_\_\_\_

Where did the alleged discrimination take place? \_\_\_\_\_

Please describe the circumstances as you saw it:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list any and all witnesses' names and phone numbers:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What type of corrective action would you like to see taken?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Coordinator at:

Title VI Coordinator  
Alamance County Transportation Authority  
P.O. Box 2746  
Burlington, N.C. 27216

or

128 Electric Ave.  
Burlington, NC 27215