

FTA Title VI Complaint Procedures (English)

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Core Transit (hereinafter referred to as “the Authority”) may file a Title VI complaint using the following procedures:

1. A formal complaint must be filed within 180 calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant’s name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, or national origin) and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

Core Transit strongly encourages the use of the **Core Transit Title VI Complaint Form** when filing official complaints. Please complete the form and submit it to:

Director of Transportation
Core Transit
P.O. Box 1070
Gypsum, CO 81637

2. If a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Core Transit Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Core Transit Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received and logged, a copy will also be sent to the Executive Director or their designee. the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) calendar days by email and by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5. Within 15 calendar days from receipt of a complete complaint, Core Transit will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Core Transit Director of Transportation or his/her authorized designee will notify the Complainant and Respondent, by email and registered mail, informing them of the disposition.
 - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
 - b. If the complaint is to be investigated, the notification shall state the grounds of Core Transit's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
6. When Core Transit does not have sufficient jurisdiction, the Core Transit Director of Transportation or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
7. If the complaint has investigative merit, the Core Transit Director of Transportation or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Director within 60 calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
8. The Core Transit Director of Transportation or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 calendar days from receipt of the complaint.
9. If the Complainant is dissatisfied with Core Transit's resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration, Office of Civil Rights
Attn: Title VI Program Coordinator
East Building, Fifth Floor-TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

FTA Complaint procedures can also be found on the FTA web site at: www.fta.dot.gov. These procedures are also outlined in FTA Circular 4702.1B, Chapter IX.

FTA Title VI Complaint Form (English)

Section I:				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?		Yes*	No	
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No	
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				

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Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, check all that apply: <input type="checkbox"/> Federal Agency: _____ <input type="checkbox"/> Federal Court _____ <input type="checkbox"/> State Agency _____ <input type="checkbox"/> State Court _____ <input type="checkbox"/> Local Agency _____		
Please provide information about a contact person at the agency/court where the complaint was filed.		
Name:		
Title:		
Agency:		
Address:		
Telephone:		
Section VI		
Name of agency complaint is against:		
Contact person:		
Title:		
Telephone number:		

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

_____	_____
Signature	Date

Please submit this form in person at the address below, or mail this form to:

Director of Transportation
Core Transit
P.O. Box 1070
Gypsum, CO 81637