

Title VI Complaint Procedure

(Instructions to the public regarding how to file a Title VI discrimination complaint.)

These procedures apply to all complaints of alleged discrimination in any program or activity administered by the Volunteer Transportation Center, Inc. (VTC) filed under Title VI of the Civil Rights Act of 1964 or the Americans with Disabilities Act of 1990, and may be applied to discrimination complaints filed under other federal, state or local laws. These procedures do not limit the right of a complainant to file formal complaints with State or Federal agencies or to seek private Counsel for complaints alleging discrimination.

Any person who believes she or he has been discriminated against by VTC on the basis of race, color, national origin, disability, or other status protected by law, may file a complaint by completing and submitting, a Complaint of Discrimination Form. In the case where a complainant is unable or incapable of providing; a written statement, a verbal complaint of discrimination may be made to the VTC Compliance Officer identified below. Under these circumstances, the complainant will be interviewed, and the Compliance Officer will assist the complainant in converting the verbal allegations to writing.

A complaint that is complete and received no more than 180 days after the alleged incident will be assigned to an investigator for review. After the complaint is reviewed, the complainant will receive an acknowledgement letter informing her/him whether there will be an investigation.

If more information is needed to resolve the case, the complainant may be contacted. If the investigator requests additional information from the complainant and the investigator does not receive that information within ten (10) business, the case may be administratively closed. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

The investigation is anticipated to be completed within ninety (90) days. After the investigator completes an investigation, one of two letters will be issued to the complainant: a closure letter or a letter of finding ("LOF"). A closure letter summarizes the allegations and states that there was no finding of 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, s/he has ten (10) days after the date of the letter or the LOF to contact the investigator to request a review.

A person may also file a complaint directly with the Compliance Officer at (315) 788-0422 ext.351

or the VTC Compliance Officer, 203 N. Hamilton Street, Watertown, NY 12443; or luanne@volunteertransportation.org.

A complaint may also be filed directly with the Federal Transit Administration or with the New York State Department of Transportation, at the following addresses:

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590

Title VI Coordinator Office of Civil Rights

New York State Department of Transportation

50 Wolf Road

6th Floor

Albany, New York 12232

Phone: (518) 457-1129 Fax: (518) 485-5517

email: OCR-TitleVI@dot.ny.gov

*NYSDOT's procedure for investigating Title VI complaints is available upon request. Information regarding NYSDOT's procedure for filing a Title VI complaint can be found on NYSDOT's website by visiting: <https://www.dot.ny.gov/main/business-center/civil-rights/title-vi-ej>