

APPENDIX C

TITLE VI COMPLAINT PROCEDURE

Background

MTS's Title VI Program includes a copy of the agency's Title VI complaint procedure. The complaint procedure and complaint form are available on MTS's website, <https://monroela.us/departments/public-works/bus-services-monroe-transit/>. The Title VI Complaint Procedure is a vital document. At a minimum, the complaint procedure should include a notice. If information is needed in another language, then contact 318.329.2506.

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against based on race, color, or national origin by the Monroe Transit System (MTS) may file a Title VI complaint by completing and submitting MTS's Title VI Complaint Form. MTS investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

Once the complaint is received, MTS will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether our office will investigate the complaint.

MTS has 30 days to investigate the complaint. If more information is needed to resolve the case, MTS may contact the complainant. The complainant has 30 business days from the date of the letter to send the 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 30 business days, MTS can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the MTS Title VI Coordinator 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 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 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.