

## RTA Complaint Procedures

The RTA has a Title VI Complaint Procedure in place that outlines the process for the local disposition of Title VI complaints and is consistent with guidelines in Chapter III of the FTA C 4702.1B. If a person believes that RTA's federally funded programs have violated their civil rights based on race, color, or national origin, they may file a written complaint by following the procedure outlined below:

### FILING

Any person who believes that they or any specific class of persons has been subjected to discrimination or retaliation prohibited by civil rights laws, based upon race, color, or national origin, including language discrimination, may file a written complaint to RTA's Title VI officer. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

- Complaints must be in writing and include the complainant's name, address, and telephone number.
- Complaints must include the date of the alleged act(s) of discrimination (date when the complainant[s] became aware of the alleged discrimination); the date on which the conduct was discontinued; or the latest instance of the conduct.
- Complaints must present a detailed description of the issues including names, job titles, and addresses of those individuals perceived as parties in the action complained against. Complaints must be completed on the RTA complaint form, provided in Appendix A, and on the RTA website ([www.rtamichigan.org](http://www.rtamichigan.org)). The complaint form is also available in RTA's LEP languages.

- In the case where assistance is requested to file a Title VI complaint, customers may contact RTA offices by phone (313) 402-1020, come in person to RTA offices, or file through our website ([About – RTA of Southeast Michigan \[rtamichigan.org\]](#)). Complaints should be mailed to:

Title VI Officer  
Regional Transit Authority of Southeast Michigan  
1001 Woodward Avenue, Suite 1400  
Detroit, MI 48226

Note: If a Title VI complaint is received regarding an MDOT-related contract against RTA, the MDOT is responsible for investigating the complaint. Upon receipt of a complaint filed against the RTA, the complaint and any pertinent information will be immediately forwarded to the MDOT, Office of Civil Rights Programs.

## RECEIPT AND ACCEPTANCE

Upon receipt of the complaint, the Title VI officer will determine its jurisdiction and the need for additional information.

To be accepted, a complaint must meet the following criteria:

- The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- The allegation(s) must involve a covered basis such as race, color, and national origin.
- The allegation(s) must involve a program or activity provided by the RTA.

## DISMISSAL

A complaint may be recommended for dismissal for the following reasons:

- The complainant requests withdrawal of the complaint.

- The complainant fails to respond to repeated requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts to contact the complainant.

## INVESTIGATION OF COMPLAINTS

Upon receipt of the complaint, the RTA's Title VI officer, or designee, shall appoint one or more staff, as appropriate, to evaluate and investigate the complaint in consultation with the RTA's legal counsel. If necessary, the complainant shall meet with the staff to further explain his or her complaint. The staff shall complete their review no later than 60 calendar days after receipt of the complaint. If more time is required, the Title VI officer, or designee, shall notify the complainant of the estimated timeframe to complete the review. Upon completion of the review, staff shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. If the Title VI officer, or designee, concurs, they shall issue a written response to the complainant. If the complainant is dissatisfied with the resolution of the complaint, an appeal can be submitted to the Executive Director for consideration. Upon review of the complaint, the Executive Director.

## SUBMISSION OF COMPLAINT TO THE FEDERAL TRANSIT ADMINISTRATION

If the complainant is dissatisfied with the complaint resolution, they may also submit a written complaint within 60-days after the alleged date of discrimination to the FTA for further investigation at the following address:

FTA Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590