

**RTA OF SOUTHEAST MICHIGAN
TITLE VI COMPLAINT PROCEDURES**



RTA has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in Chapter VII of the Federal Transit Administration Circular 4702.1A, dated May 13, 2007. If a person believes that RTA's federally funded programs have violated their civil rights on the basis of race, color, or national origin they may file a written complaint by following the procedure outlined below:

Filing:

Any person who believes that he or she or any specific class of persons has been subjected to discrimination or retaliation prohibited by Civil Rights authorities, based upon race, color, sex, age, national origin, or disability may file a written complaint to RTA's Title VI Program Coordinator. 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 signed by the complainant(s).
- Complaints must include the date of the alleged act(s) of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which the conduct was discontinued or the latest instance of the conduct.
- Complaint 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.
- Complaint must be completed in the RTA Complaint form, which is attached as Appendix A, and on the RTA website (www.rtamichigan.org).

Signed complaints should be mailed to:

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

Note: If a Title VI complaint is received on a Michigan Department of Transportation (MDOT) related contract against RTA, MDOT will be responsible for conducting the investigation of the complaint. Upon receipt of a complaint filed against 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 Program Coordinator will determine its jurisdiction, and need for additional information.

In order 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, sex, age, national origin, or disability.
- The allegation(s) must involve a program or activity that receives Federal financial assistance.

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, RTA's Chief Executive Officer, or designee, shall appoint one or more staff, as appropriate, to evaluate and investigate the complaint, in consultation with RTA 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 the receipt of the complaint. If more time is required, the Chief Executive Officer, or designee, shall notify the Complainant of the estimated timeframe for completing 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 Chief Executive Officer, or designee, concurs, he or she shall issue the written response to the Complainant.

Appeals:

If FTA concludes that the respondent is in compliance with laws/regulations and the complainant disagrees, the complainant may, if dissatisfied, file an action in the appropriate U.S. District Court.

Submission of Complaint to the Federal Transit Administration

If the Complainant is dissatisfied with the resolution of the complaint, he or she may also submit a written complaint within 60 days after the alleged date of discrimination to the Federal Transit Administration for further investigation at the following address.

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

<Needs to be translated into: Arabic, Korean, Mandarin, and Spanish>