



## **Title VI Policy and Complaint Process**

**Updated April 2011**

## **JACKSONVILLE TRANSIT TITLE VI POLICY AND COMPLAINT PROCESS**

Jacksonville Transit grants equal access to its programs and services to all citizens. This document serves to make citizens aware of their rights to such access, and serves to educate citizens so that they may understand the civil rights laws that protect their receipt and benefit of such services as defined by Title VI of the Civil Rights Act of 1964.

In compliance with FTA C 4702.1A:

- 1) Jacksonville Transit hires personnel and operates programs without regard to race, color, and national origin of a specific individual or group of individuals.
- 2) Jacksonville Transit provides the following procedure in which members of the public should follow in order to request additional information on nondiscrimination obligations. All correspondence should be made in writing and mailed to:

**Title VI Coordinator  
Jacksonville Transit  
815 New Bridge Street  
PO Box 128  
Jacksonville, NC 28541-0128**

- 3) Jacksonville Transit provides a description of procedures that members of the public should follow in order to file a complaint (see section "Jacksonville Transit Title VI Complaint and Investigation Procedures").

### **WHAT IS TITLE VI?**

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

### **JACKSONVILLE TRANSIT TITLE VI COMPLAINT AND INVESTIGATION PROCEDURES**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by the Jacksonville

Transit.

These procedures do not deny the right of the complainant to file formal complaints with other state or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Jacksonville Transit may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

- 1) A formal complaint must be filed within one-hundred eighty (180) 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, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A Jacksonville Transit Title VI complaint form can be found at the end of this document. Jacksonville Transit encourages individuals to submit Title VI complaints in writing using this form and mailing it to:

**Title VI Coordinator  
Jacksonville Transit  
815 New Bridge Street  
PO Box 128  
Jacksonville, NC 28541-0128**

- 2) 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 Jacksonville Transit Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Jacksonville Transit Title VI Coordinator will assist the complainant in completing a written statement.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) business days by registered mail.
- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 5) Within fifteen (15) business days from receipt of a complete complaint, Jacksonville Transit will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the transit department or his/her authorized designee will notify the Complainant and Respondent, by 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 the transit system's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

- 6) When Jacksonville Transit does not have sufficient jurisdiction, the director or his/her authorized designee will refer the complaint to the appropriate local, state or federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the director 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 sixty (60) days from receipt of the complaint. The report will include a description of the incident, summaries of all persons interviewed, and a finding with recommendations and proposed resolution 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 director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) days from receipt of the complaint.
- 9) If the Complainant is dissatisfied with the authority's resolution of the complaint, he/she has the right to file a complaint with:

**North Carolina Department of Transportation  
Office of Civil Rights  
1511 MSC  
104 Fayetteville Street Mall  
Raleigh NC 27699-1511  
(919) 508-1886  
Fax (919) 508-1814**

**-or-**

**Civil Rights Compliance Officer  
FTA Region IV  
230 Peachtree, NW  
Suite 800  
Atlanta, GA 30303  
(404) 865-5600  
Fax (404) 865-5605**



# Jacksonville Transit Discrimination Complaint Form

Last Name:		First Name:		<input type="checkbox"/> Male
				<input type="checkbox"/> Female
Mailing Address:		City:	State:	Zip:
Home Telephone: (    )	Work Telephone: (    )	E-mail Address:		
Identify the Category of Discrimination:				
<input type="checkbox"/> RACE	<input type="checkbox"/> COLOR	<input type="checkbox"/> NATIONAL ORIGIN	<input type="checkbox"/> AGE	
<input type="checkbox"/> RELIGION	<input type="checkbox"/> DISABILITY	<input type="checkbox"/> SEX/GENDER	<input type="checkbox"/> INCOME STATUS	
Identify the Race of the Complainant				
<input type="checkbox"/> Black	<input type="checkbox"/> White	<input type="checkbox"/> Hispanic	<input type="checkbox"/> Asian American	
<input type="checkbox"/> American Indian	<input type="checkbox"/> Alaskan Native	<input type="checkbox"/> Pacific Islander	<input type="checkbox"/> Other	
Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.				
How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional page(s), if necessary)				
The law prohibits intimidation or retaliation against anyone because he/she has either taken action, or participated in action to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.				
Names of individuals responsible for the discriminatory action(s):				
Names of persons (witnesses, fellow employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attach additional page(s), if necessary)				
	<u>Name</u>	<u>Address</u>	<u>Telephone</u>	
1.				
2.				
3.				
4.				

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.

- |   |       |
|---|-------|
| <input type="checkbox"/> US Equal Employment Opportunity Commission | Date: |
| <input type="checkbox"/> Federal Highway Administration             | Date: |
| <input type="checkbox"/> US Department of Transportation            | Date: |
| <input type="checkbox"/> Federal or State Court                     | Date: |
| <input type="checkbox"/> Other                                      | Date: |

Have you discussed the complaint with any NCDOT representative? If yes, provide the name, position, and date of discussion.

Please provide any additional information that you believe would assist with an investigation.

Briefly explain what remedy, or action, you are seeking for the alleged discrimination.

**\*\*WE CANNOT ACCEPT AN UNSIGNED COMPLAINT. PLEASE SIGN AND DATE THE COMPLAINT FORM BELOW.**

\_\_\_\_\_  
COMPLAINANT'S SIGNATURE

\_\_\_\_\_  
DATE

**MAIL COMPLAINT FORM TO:**

Jacksonville Transit

**Mailing:**  
PO Box 128  
Jacksonville, NC 28541-0128

**Location:**  
815 New Bridge Street  
Jacksonville, NC 28541

Or email Jacksonville Transit at [jcrouchley@ci.jacksonville.nc.us](mailto:jcrouchley@ci.jacksonville.nc.us)

FOR MORE INFORMATION VISIT THE WEB SITE:  
[www.ncdot.org/administration/civilrights](http://www.ncdot.org/administration/civilrights)  
or call  
919-508-1808 or 800-522-0453

FOR OFFICE USE ONLY

Date Complaint Received: \_\_\_\_\_

Processed by: \_\_\_\_\_

Case #: \_\_\_\_\_

Referred to:  FHWA  FTA  FAA  USDOT  DOJ Date Referred: \_\_\_\_\_