

TITLE VI COMPLAINT INSTRUCTIONS AND PROCEDURE

If information is needed in another language, please call (508-997-6767).

Si necesita esta informacion en otro idioma por favor de llamar al (508) 997-6767.

Se a informação for necessária em outra língua, por favor chame (508-997-6767).

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by SRTA may file a Title VI complaint by completing and submitting SRTA's Title VI Complaint Form. Complaint forms must be filed no later than 180 calendar days following the date of the incident in question.

How to file a complaint: A complaint can be filed in writing and mailed to the following address:

Title VI Coordinator
Southeastern Regional Transit Authority
700 Pleasant Street, Suite 320
New Bedford MA 02740,

The preferred method is to file a complaint in writing by completing SRTA's Title VI Complaint Form.

- If you do not use SRTA's Title VI Complaint Form, your written complaint must be signed and at a minimum contain the following:
 - Contact information including name, mailing address, telephone number(s) and e-mail address, etc.;
 - A description of how, when, where and why you believe you were discriminated against including location, names and contact information of any witnesses; and
 - Other information that you deem significant or important.

A complaint can be filed verbally by calling the Title VI Coordinator at (508) 997-6767 x 3312. You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

Title VI Procedure:

1. When a complaint is received by SRTA, the Title VI Coordinator will acknowledge within ten (10) days by a phone call or mail, depending on the contact information. If a complaint is incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. If the information is not received within 30 business days, the case can be administratively closed by SRTA. A case can also be administratively closed if the complainant no longer wishes to pursue their case.
2. Should a complaint be filed with SRTA and an external entity simultaneously, the external complaint shall supersede SRTA's complaint and SRTA's complaint procedures will be suspended pending the external entity's findings.
3. Within fifteen (15) business days from receipt of a complete complaint, a determination will be made if the complaint has sufficient merit to warrant

investigation as a Title VI complaint. The Complainant will be notified of the decision, within five (5) days of the date the decision is made. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.

4. Investigation
 - a. The investigation will address complaints against SRTA and be conducted in conjunction with and under the advice of the Title VI Coordinator.
 - b. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The Complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.
 - c. The investigation will be conducted and completed within sixty (60) days of the acceptance of the formal complaint.
 - d. Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the Administrator.
5. The Complainant will receive a letter stating the final decision of the Administrator by the end of the 60-day limit.
6. The Complainant shall be notified of his/her right to appeal the decision.