

# TITLE VI COMPLAINT INSTRUCTIONS AND PROCEDURE



## About Title VI complaints

Any person who believes they have been discriminated against on the basis of race, color, or national origin by the Southeastern Regional Transit Authority (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 Title VI complaint

The preferred method is to file a complaint in writing by completing SRTA's Title VI Complaint Form, which is available on SRTA's website, [www.srtabus.com](http://www.srtabus.com). 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, and e-mail
- A description of how, when, where, and why you believe you were discriminated against, including location, names, and contact information of any witnesses
- Other information you think is important

## Submitting a Title VI complaint to SRTA

There are three ways to submit a Title VI complaint: by mail, by e-mail, or in person.

### Filing a complaint by mail:

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

*Maritza Aquino, Interim Title VI Coordinator  
Southeastern Regional Transit Authority  
700 Pleasant Street, Suite 530  
New Bedford, MA 02740*

### Filing a complaint by e-mail:

A complaint can be filed by e-mailing a completed complaint form to [info@srtabus.com](mailto:info@srtabus.com).

### Filing a complaint in person:

A complaint can be filed in person at the SRTA office: 700 Pleasant St., Suite 530, in New Bedford.

## **Language assistance**

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

Si se necesita información en otro idioma, por favor llame al (508) 997-6767.

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

Si enfòmasyon nesesè nan yon lòt lang, tanpri rele (508) 997-6767.