**APPENDIX 1 Complaint Form**



TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground 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." (42 U.S.C. Section 2000d). The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for Votran to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information the Votran provides. Votran works to ensure nondiscriminatory transportation in support of our mission to be the Central Florida leader in providing effective, coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Volusia County citizens. Votran’s Contract Compliance Program Office is responsible for Civil Rights Compliance and Monitoring to ensure non- discriminatory provision of transit services and programs

**Title VI Complaint Procedure**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Volusia Transit Authority (Votran) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The Volusia Transit Authority (Votran) investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete. Once the complaint is received, Votran will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether

the complaint will be investigated by our office. The Votran has 30 days to investigate the complaint. If more information is needed to resolve the case, the Volusia Transit Authority may contact the complainant. The complainant has 45 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 45 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 60 days after the date of the letter or the LOF to do so. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

Complaint No.

Name Home Number Email Address

Work Number Address

City

Zip Code

List type of discrimination (please check all that apply): Race National Origin Color

Other

Please indicate your race/color, if it is a basis of your complaint

Please describe your national origin, if it is a basis of your complaint

Location where incident occurred:

Time and date of incident:

Name/Position title of the person who allegedly subjected you to Title VI discrimination:

Briefly describe the incident (use a separate sheet, if necessary):

Did anyone else witness the incident? Yes ( ) No ( ) List witnesses. (Use a separate sheet, if necessary.)

Name Address Telephone No.

Name Address Telephone No.

Have you filed a complaint about this incident with the Federal Transit Administration? Yes ( ) No ( )

If yes, when?

**AFFIRMATION**

I hereby swear/affirm that the information that I have provided in this Title VI Complaint Form is true and correct to the best of my knowledge, information and belief.

**Your Signature Today’s Date**

Action Taken (To be completed by Title VI Investigator)-

Accepted for formal Investigation on

\_/ /

Referred to another department on

\_/ /

R e j e c t e d b e c a u s e

Title VI Investigator

Today’s Date

Mailing Address: