

## Discrimination Complaint and Investigation Procedure

Clarion County Transportation (CCT) has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. This procedure covers all complaints filed under Title VI of the Civil Rights Act of 1964 and The Americans with Disabilities Act of 1990 for alleged discrimination in any program or activity administered by CCT. This procedure does not deny the right of the complainant to file 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 CCT may be utilized for resolution.

Any individual who believes that [s]he has been subjected to discrimination or retaliation prohibited by Title VI and/or other nondiscrimination provisions by CCT has the right to file a complaint by completing the agency's Discrimination Complaint Form. The form is available online at [co.clarion.pa.us/government/departments/transportation.php](http://co.clarion.pa.us/government/departments/transportation.php) and at the CCT Administration office located at 214 South 7<sup>th</sup> Avenue, Clarion, PA 16214.

1. Complaints must be filed within 180 days after
  - a. the date of alleged occurrence, or
  - b. the date when the alleged discrimination became known to the Complainant, or
  - c. the date of the latest occurrence if there has been a continuing course of conduct.
2. Complaints must be in writing, complete, and signed by the complainant or representative. If the complaint cannot be submitted in writing, the complainant should contact the Civil Rights Coordinator, who will transcribe the allegations of the complaint as provided over the telephone and send a written complaint to the complainant for revision, if necessary, and signature.
3. The complete form must include
  - a. The complainant's contact information: full name; postal address; phone number.
  - b. The basis of the complaint (e.g., race, color, national origin).
  - c. The names of specific persons and respondents (e.g., agencies/organization) alleged to have discriminated.
  - d. Sufficient information to understand the facts that led the complainant to believe that discrimination occurred in a program or activity of CCT.
  - e. The date(s) of the alleged discriminatory act(s) and whether the alleged discrimination is on-going.
  - f. Date of complaint.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 15 days to submit the required information. Failure to reply may be considered good cause for a determination of no investigative merit.

5. A case may be administratively closed if the complainant no longer wishes to pursue the complaint.
6. The Civil Rights Coordinator will review complaints to determine if our office has jurisdiction. We will provide a written acknowledgment to the Complainant within 10 business days of receipt of the complaint. The acknowledgment will state whether the complaint will be investigated by our office or forwarded to the appropriate state or federal agency.
7. If the complaint is within CCT's jurisdiction, CCT has 60 days to complete an investigation. After which, the investigator will issue one of two letters:
  - a. Closure Letter – summarizes the allegations and states that there was a not a Title VI violation and that the case will be closed.
  - b. Letter of Finding – summarizes the allegations and the interviews regarding the alleged incident(s) and explains whether any disciplinary action, additional training of staff member(s) involved, or other action will occur.
8. If desired, the complainant may appeal the decision 60 days after the date of the letter.

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.

CCT will maintain a log of all Title VI complaints received for a period of six years.