

## **Title VI Complaint and Investigation Procedures**

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by Gastonia Transit (GT).

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 GT may be utilized for resolution. Any individual, group or individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a written complaint to the following address:

**Gastonia Transit  
PO Box 1748  
Gastonia, NC 28053-1748  
Phone (704) 866-6894**

The following measures will be taken to resolve Title VI complaints:

- (1) A formal complaint must be filed within 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, sex, disability, age), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- (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 Transit Supervisor. Under these circumstances, the complainant will be interviewed, and the Transit Supervisor will assist the Complainant in converting the verbal allegations in writing.
- (3) When a complaint is received, GT will provide written acknowledgment to the Complainant, within ten (10) days by registered mail.
- (4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 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, GT 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 Executive Director 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 GT's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- (6) When GT does not have sufficient jurisdiction, the Executive Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
  - (7) If the complaint has investigative merit, the Executive Director or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigate report will be submitted to the Executive Director within sixty- (60) days form receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
  - (8) The Executive 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 GT's resolution of the complaint, he/she has the right to file a complaint with the:

**Department Office of Civil Rights  
US Department of Transportation  
400 7<sup>th</sup> street, SW, Room #10215, S-30  
Washington, DC 20590**

**(202) 366-4648  
(202) 366-5992  
TTY Access: (202) 366-9696  
DC Relay: (202) 855-1000**

**GASTONIA TRANSIT  
TITLE VI COMPLIANCE PROGRAM**

**RECORD OF TITLE VI COMPLAINT, INVESTIGATION, AND RESOLUTION**  
**49 CFR 21.9(B)**

1. Date Title VI complaint received by Gastonia Transit: \_\_\_\_\_
  
2. Summary of complaint allegation(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
3. Status of Investigation of complaint: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
4. Action(s) taken by Gastonia Transit: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
5. Date complaint resolved or closed: \_\_\_\_\_