

## **CCTA Title VI Complaint Procedures**

### 1) Receiving and Documenting Complaints:

#### a) Complaints via Phone Call

When a member of the public wishing to file a Title VI complaint calls CCTA and states that he/she wishes to file a Title VI complaint, the front desk should transfer the call to CCTA's Title VI officer who will document the complaint using the Title VI Complaint Form (follows below). Should the Title VI officer be unavailable to take the call, the front desk shall record the individual's contact information and state that the Title VI officer will call the person back. The Title VI officer shall call the individual back within five business days of receiving the message. If the Title VI officer will be out of the office longer than five business days, an interim Title VI office shall be selected and he/she shall receive the Title VI complaints calls until the permanent Title VI office returns.

In the event that an individual calls in a complaint but does not specifically state that he/she wishes to file a Title VI complaint and the call is forwarded to the Operations Department following normal (non-Title VI) complaint procedures, the person who takes the call shall follow the normal (non-Title VI) complaint documentation procedures. If after the call is taken, it becomes clear that the complaint involves Title VI, the Operations Department shall forward the person's contact information to the Title VI officer. The Title VI officer shall call the individual back and document the Title VI complaint using the Title VI Complaint Form.

#### b) Complaints via Email/Website

When a member of the public submits a complaint via email that is related to Title VI, it should be forwarded to the Title VI officer by whichever staff member that receives it. If the emailed complaint does not include sufficient information to fill out the Title VI Complaint Form, the Title VI officer will contact the individual to obtain the needed information. In all cases, the Title VI officer will reply to the individual to confirm receipt of the complaint.

The Title VI officer shall reply to the email within five business days. If the Title VI officer will be out of the office longer than five business days, an interim Title VI office shall be selected and he/she shall be forwarded the Title VI complaints emails until the permanent Title VI office returns.

### 2) Enter the Complaint into the CCTA Title VI Complaint and Lawsuit Log

Any Title VI complaint received by CCTA shall be entered into the CCTA Title VI Complaint and Lawsuit Log. The following information must be included in the log:

- Date the Complaint was filed
- A summary of the allegations
- The status of the investigation

- Actions taken by the recipient in response

### 3) Internal Investigation of Title VI Complaints

After a Title VI complaint is received and fully documented using the Title VI Complaint form, the Title VI officer will initiate an internal investigation of the complaint. Such an investigation might include, but is not limited to, speaking with administrative staff, Maintenance Department staff, and/or Operations Department staff (bus drivers), reviewing company policies and procedures, reviewing on-bus video, and evaluating service characteristics and schedules. If requested by the complainant or warranted based on the investigation, the Title VI officer will contact the complainant at the conclusion of the investigation to report on any findings or potential changes as a result of the complaint.

Notice shall include information regarding appeal rights of the complainant and instructions for initiating such an appeal. The first level of appeal is to the General Manager of CCTA. The General Manager will review all of the facts of the case and the process of the internal investigation. If any aberrations from normal procedure are discovered or if new facts come to light, CCTA will reconsider the determination.

If the complainant is still dissatisfied with the determination and/or resolution set forth by CCTA, the result may be appealed to VTrans. Complainant will be advised to contact:

Vermont Agency of Transportation  
Office of Civil Rights & Labor Compliance  
One National Life Drive  
Montpelier, VT 05633-5001

Appeals may also be submitted by telephone or fax. Contact numbers are as follows:

Phone: (802) 828-5858

Fax: (802) 828-1047

As CCTA is a direct recipient of federal funds, an appeal can also be made directly to the Federal Transit Administration. Complainant will be advised to contact:

Office of Civil Rights  
Attn: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave, SE  
Washington, DC 20590

### 4) Update the CCTA Title VI Complaint and Lawsuit Log

After conducting the internal investigation, the Title VI officer must update the status of the complaint in the CCTA Title VI Complaint and Lawsuit Log. This will include an explanation of any actions taken as a result of the complaint and/or internal investigation.

## GMT Title VI Complaint Form

**To be filled out by GMT Title VI Officer for complaints received by phone or email. The form may be filled out directly by the individual making the complaint.**

<b>Section I:</b>				
<b>Name:</b>				
<b>Address:</b>				
<b>Telephone (Home):</b>			<b>Telephone (Work):</b>	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		<b>Audio Tape</b>	
	TDD		<b>Other</b>	
<b>Section II:</b>				
Are you filing this complaint on your own behalf?			Yes*	No
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.			Yes	No
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.  _____  _____				
<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No
<b>Section V</b>				
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal				

<p>or State court?</p> <p><input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p>If yes, check all that apply:</p> <p><input type="checkbox"/> Federal Agency: _____</p> <p><input type="checkbox"/> Federal Court _____                      <input type="checkbox"/> State Agency _____</p> <p><input type="checkbox"/> State Court _____                      <input type="checkbox"/> Local Agency _____</p>
<p>Please provide information about a contact person at the agency/court where the complaint was filed.</p>
<p><b>Name:</b></p>
<p><b>Title:</b></p>
<p><b>Agency:</b></p>
<p><b>Address:</b></p>
<p><b>Telephone:</b></p>
<p><b>Section VI</b></p>
<p>Name of agency complaint is against:</p>
<p>Contact person:</p>
<p>Title:</p>
<p>Telephone number:</p>