

## **TITLE VI COMPLAINT PROCEDURES**

### **What is Title VI of the Civil Rights Act of 1964?**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving Federal financial assistance.

Pacific Transit System is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you believe you have been subjected to discrimination under Title VI, you may file a complaint.

### **How to file a Title VI Complaint?**

You may file a signed, written complaint up to one hundred and eighty (180) days from the date the complainant became aware of the incident. The complaint should include the following information:

- Your name, mailing address, and telephone number(s)
- How, when, where, and why you believe you were discriminated against. Include the location, names, and contact information of any witnesses.
- Other information that you deem significant.

### **The complaint may be filed in writing to Pacific Transit System at the following address:**

Pacific Transit System  
Pattie Gray-Title VI Coordinator  
308 Commercial Street Raymond, WA 98577-2406  
Or fax to 360-942-3193

All complaints must be signed and written. The complaint should include the following information: The complainant's name, mailing address, and telephone number(s)

Complaints or concerns shall be assigned to the Title VI Coordinator for investigation and follow-up. Investigation and follow-up may include staff responsible for service development or other appropriate departments, depending on the nature of the complaint. Both the complaint and the investigation process will be handled in a confidential manner.

A written response containing the investigations findings and/or corrections will be drafted within (30) days of the complaint's origination. This response may be subject to review by the Pacific Transit System's attorney. If appropriate, Pacific Transit System's attorney may administratively close the complaint. In this case, Pacific Transit System will notify the complainant of the action as soon as possible.

Pacific Transit System will send the final written response to the complainant and advise the complainant of his or her right to appeal within seven (7) calendar days of receipt of the final written decision from Pacific Transit System.

All communications between Pacific Transit System and the complainant or vice versa, will be documented and retained for a period of 6 years.

All Title VI complaints received and investigated will be duly reported by Pacific Transit System to WSDOT.

NOTE: Pacific Transit System encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by fax, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the date the complainant became aware of the incident.

### **What happens to my complaint after it is submitted to Pacific Transit System?**

All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by Pacific Transit System will be directly addressed by Pacific Transit System, and shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Pacific Transit System shall make every effort to address all complaints in an expeditious and thorough manner.

In instances where additional information is needed for the investigation of the complaint, Pacific Transit System will contact the complainant in writing. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

Once sufficient information for investigating the complaint is received by Pacific Transit System, a written response will be drafted subject to review by the Pacific Transit System's attorney. If appropriate, Pacific Transit System's attorney may administratively close the complaint. In this case, Pacific Transit System will notify the complainant of the action as soon as possible.

Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints.

### **How will I be notified of the outcome of my complaint?**

Pacific Transit System will send a final written response to the complainant and advise the complainant of his or her right to (a) appeal within seven (7) calendar days of receipt of the final written decision from Pacific Transit System; and/or (b) file a complaint externally with the U.S. Department of Transportation and/or the Federal Transit Administration.

If the complainant is not satisfied with the outcome of the complaint, they have the right to file a complaint or lawsuit with one of the following organizations:

Washington State Department

of Transportation  
Public Transportation Division  
Attn: Title VI Coordinator  
P.O. Box 47387  
Olympia, WA 98504-7387

Federal Transit Administration  
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

U.S. Department of Justice  
Civil Rights Division  
Coordination and Review  
Section – NWB  
950 Pennsylvania Avenue, NW  
Washington, DC 20530-0001