
Title VI Complaint Procedures

These procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and Title II of the Americans with Disabilities Act of 1990 (ADA) as they relate to any program or activity that is administered by Salt River Transit, including consultants, contractors, and vendors. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

1. Any person who believes she or he has been discriminated against based on race, color, national origin, or disability may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.
2. Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
3. Complaints must be made in writing and signed by the complainant(s) and must include the complainant's name, address, and phone number. The Title VI contact person, either the Civil Rights Officer or Director of the Department of Transportation, will assist the complainant with documenting the issues if necessary.
4. Allegations received by fax or email will be acknowledged and processed once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
5. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint will be forwarded to the complainant for her or him to complete, sign, and return for processing.
6. Once submitted, Salt River Transit will assume jurisdiction and will investigate and adjudicate the case. All complaints will receive an acknowledgement letter informing her or him of whether the complaint will be investigated by Salt River Transit.
7. Salt River Transit will notify the ADOT Civil Rights Office of all Title VI complaints within 72 hours via telephone at 602-712-8946 or email at civilrightsoffice@azdot.gov.

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8. Salt River Transit has 30 days to investigate the complaint. If more information is needed to resolve the case, the investigating authority may contact the complainant. The complainant has 10 business days from the date of the letter to send the 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 10 business days, the Authority may administratively close the case. A case can be administratively closed if the complainant no longer wishes to pursue her or his case.
9. After the investigator reviews the complaint, she or 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. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the of the staff members involved or other action will occur. If the complainant wishes to appeal the decision, she or he has 10 business days after the date of the LOF to do so.
10. A complainant dissatisfied with Salt River Transit's decision may file a complaint with the Arizona Department of Transportation (ADOT) or the Federal Transit Administration (FTA) offices of Civil Rights: ADOT Attn: Title VI Program Manager 206 South 17th Avenue MD 155A RM 183 Phoenix, Arizona 85005 FTA Attn: Title VI Program Coordinator, 1801 W. Jefferson St. MD154A, Ste. 101, Phoenix, AZ 85007.
11. A copy of these procedures may be found online at <https://www.srpmic-nsn.gov/government/transportation/>