

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by CDTA may file a Title VI complaint by completing and submitting CDTA's Title VI Complaint Form. The Title VI investigation process takes a total of 180 days. CDTA will process complaints that are complete.

The complaint should contain:

- Name, address, telephone number, and signature of complainant.
- Facts and circumstances surrounding the claimed discrimination, including date(s) of allegations, and basis of complaint (i.e., race, color, national origin, gender, age, disability).
- Names of any persons, if known, who the investigator could contact for additional information to support or clarify the allegations.
- Corrective action being sought by the complainant.

Once the complaint is received, CDTA will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

After receipt of the complaint, CDTA has 30 days to investigate. Within ten days of receiving a written complaint, CDTA's Customer Service Department will acknowledge receipt of the complaint. If more information is needed to resolve the case, CDTA may contact the complainant. The complainant has 20 business days from the date of the letter to send 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 20 business days, CDTA can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/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, states that there was no Title VI violation, and advises that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

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.

The CDTA Complaint and Investigation Procedure is translated into Spanish, pursuant to the conclusions of CDTA's LEP LAP, and will be translated into languages other than English and Spanish, or furnished in accessible materials, as needed upon request. A copy of the procedure translated into Spanish is available in the appendix of this document.