

## TITLE VI COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by the Sunshine Industries Unlimited, Inc. transit service (hereinafter referred to as "the Service") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Service will investigate complaints received less than 6 months after the alleged incident and will process complaints that are complete.

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

The Service has 45 days to investigate the complaint. If more information is needed to resolve the case, the Service may contact the complainant. The complainant has 15 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 15 business days, the Service can administratively close the case. A case can also be administratively closed 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 and states that there was not a Title VI violation and 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. Appeal procedures will be spelled out in the LOF.

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  
[http://www.fta.dot.gov/contact\\_us.html](http://www.fta.dot.gov/contact_us.html)  
**TTY= 1-800-877-8339, Voice= 1-866-377-8642, VCO= 1-877-877-6280**