



BARTOW COUNTY TRANSIT

TITLE VI CIVIL RIGHTS ACT

COMPLAINT PROCESS AND PROCEDURES

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by Bartow County Government may file a Title VI complaint by completing and submitting a Title VI Complaint Form (Appendix B). The County investigates complaints received no more than 180 days after the alleged incident. The County will process complaints that are complete. Once the complaint is received, the County will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by our office.

The County has 10 business days to investigate the complaint. If more information is needed to resolve the case, the County may contact the complainant. The complainant has 10 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 10 business days, the County 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, he/she 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 no Title VI violation found and that the case will be closed. An LOF summarizes the allegations and any interviews conducted regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member or other action will be taken. The complainant has thirty (30) days after the date of the Letter of Finding to appeal the decision.

A complaint may also be filed directly to the Federal Transit Administration, FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.