



INVESTIGATION OF COMPLAINTS AND APPEAL PROCESS

If you feel that your accommodation request and/or access to public transportation was denied, based on race, color or national origin, you may file a complaint through the following processes:

- Submit a Title VI Complaint Form (See Attached Exhibit C)
- Phone the Title VI Complaint Coordinator at 469-474-2309.
- Fax written complaint to 972-563-1491.
- E-mail the Title VI Complaint Coordinator at email teresa@startransit.org
- Mail written complaint to STAR Transit, Title VI Complaint Coordinator, and P.O. Box 703, Terrell, TX 75160.
- File a complaint with TxDOT Public Transportation Division: 125 E 11th Street, Austin, TX 78701
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590
- A complaint form can be located at 500 Industrial Blvd, Terrell, TX 75160 and/or requested from a driver.

The Title VI Complaint Coordinator will contact the applicant and/or representatives within fifteen (15) calendar days of request. The Title VI Complaint Coordinator will contact the complainant in writing for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, the Title VI Complaint Coordinator may administratively close the complaint. The applicant can waive personal appearance in preference of a phone review followed by written determination. The applicant may submit documents or other information to be included with the record and considered in the review process.

The Executive Director and the Title VI Complaint Coordinator will investigate the complaint and make a determination within thirty (30) calendar days of receipt of the complaint. Formal investigation of the complaint will be confidential and will include, but is not limited to, details of the specific incident, frequency and dates of occurrences and names of any witnesses. Customer will be notified of resolution accompanied with a written report including a summary description of the incident, findings and recommendations.

If the complainant is not satisfied with the resolution, an appeal process is available. An appeal request for review of a determination of unlawful denial of access or accommodation to public transportation must be filed, in writing, within sixty (60) calendar days of the incident. The written appeal must include the customer's name, address, and telephone contact number. A statement of reason(s) why the applicant believes the denial of accommodation request or access to public transportation was inappropriate is recommended.

A record of the review will be kept by the Title VI Complaint Coordinator. If the complaint is not resolved by STAR Transit staff, it may be taken to the STAR Transit Board for an appeal and final decision on what action if any shall be taken in response to the complaint and the complainant will be notified. If the matter cannot be resolved, the complainant will be informed of his/her right to appeal to:

Federal Transit Administration -Office of Civil Rights

Attention: Title VI Program Coordinator, East Building, 5th Floor -TCR 1200 New Jersey Ave., SE.
Washington, DC 20590

Anyone needing special accommodations may contact the Title VI Complaint Coordinator at 469-474-2309 for assistance.

The right of the appellant to a prompt and equitable resolution of the complaint must not be impaired by the appellant's pursuit of other remedies, such as filing of a complaint with the Department of Justice or other appropriate federal agency or the filing of a suit in state or federal court. Use of this procedure is not a prerequisite to the pursuit of other remedies.

DISPOSITION OF COMPLAINTS

- *Sustained Complaints*- If the complaint is substantiated, this policy and procedure prohibiting discrimination will be reviewed with the offender. Appropriate disciplinary action and/or training will be taken pursuant to the STAR Transit's disciplinary procedures.
- *Unsustained Complaints*- If there is insufficient evidence to either prove or disprove the allegation(s), both parties to the complaint will be informed of the reason(s) for this disposition.
- *Unfounded Complaint*- If it is determined that an act replied pursuant to this policy/procedure did not in fact occur, a finding of unfounded shall be made.
- *Exonerated Complaints*- If it is determined that an act reported pursuant to this policy/procedure did in fact occur, but was lawful and proper within the guidelines established herein, a finding of exonerated shall be made.

TITLE VI COMPLAINT FORM

Section I :

Name:

Address:

Telephone (home)

Telephone (Work)

Electronic Mail Address:

Accessible Format Requirements:

☐ Large Print

☐ Audio Tape

☐ TDD

☐ Other

Section II :

Are you filing this complaint on your own behalf?

☐ Yes*

☐ No

If you answered "yes" to this question, procede to Section III

If not, please supply the name and relationship of the person for whom you are complaining

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a thrid party

☐ Yes

☐ No

Section III :

I believe the discrimination I experienced was based on (Check all that apply):

☐ Race

☐ Color

☐ National Origin

Date of Alleged Discrimination (Month, Day, Year): _____

Please explain as clearly as possicble what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact infromation of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please attach additional paper(s).

Section IV :

Have you previously filed a Title VI complint with this agency?

☐ Yes

☐ No

Section V :

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

☐ Yes

☐ No

If yes, check all that apply:

☐ Federal Agency: _____

☐ State Agency: _____

☐ Federal Court: _____

☐ Local Agency: _____

☐ State Court: _____

Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI :
Name of agency complaint is against:
Contact Person:
Title:
Telephone:

You may attach any written material or other information that you think is relevant to your complaint.

Signature and Date required below

Signature

Date

Please submit this form to the address below:

STAR Transit, Title VI Complaint Coordinator, P.O. Box 703, Terrell, TX 75160. You may also fax a complaint form to 972-563-1491 or scan and e-mail to teresa@startransit.org