



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*
- *Phone the Title VI Complaint Coordinator at 469-474-2309.*
- *Fax written complaint to 972-563-0048.*
- *E-mail the Title VI Complaint Coordinator at email telliott@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 Civil Rights Division, Attn: Title VI Program Administrator: 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 or at www.STARtransit.org.*
- *If you need information in another language, please call 877-631-5278.*
- *Si necesita información en un otro idioma, llame al 877-631-5278.*

The Title VI Complaint Coordinator will contact the applicant and/or representatives within ten (10) calendar days of request. The Title VI Complaint Coordinator will contact the complainant in writing for additional information, if needed to investigate the complaint. A Public Transportation Coordinator (PTC) will be notified within ten (10) business days of receiving a complaint. If the complainant fails to provide the requested information in five (5) business days, 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 or within thirty (30) calendar days of receiving requested information. 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 receiving the resolution report. 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

Texas Department of Transportation – Civil Rights Division
Attention: Title VI Program Administrator
125 E. 11th Street, Austin, TX 78701

Anyone needing special accommodations may contact the Title VI Complaint Coordinator at 469-474-2309 for assistance. If you need information in another language, please call 877-631-5278. Si necesita información en un otro idioma, llame al 877-631-5278.

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.
- *Un-sustained 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 IV :			
Have you previously filed a Title VI complaint 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?			
<input type="checkbox"/> Yes		<input type="checkbox"/> No	
If yes, check all that apply:			
<input type="checkbox"/> Federal Agency: _____		<input type="checkbox"/> State Agency: _____	
<input type="checkbox"/> Federal Court: _____		<input type="checkbox"/> Local Agency: _____	
<input type="checkbox"/> 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 972-563-0048 or scan and e-mail to telliott@startransit.org
Si necesita información en un otro idioma, llame al 877-631-5278.