

## **Notifying the Public of Rights Under Title VI**

### **Towns County Transit**

Towns County Transit operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved any unlawful discriminatory practice under Title VI may file a complaint with Towns County Transit.

For more information on Towns County Transit's civil rights program , and the procedures to file a complaint, contact Linda Hedden at 706-896-2276; email to [towns.county@yahoo.com](mailto:towns.county@yahoo.com); or visit our administrative office at 1298 Jack Dayton Circle, Young Harris, GA 30582.

For more information and complaint form, visit our website at <http://www.townscountyga.org/transit.html>

You may also file your complaint directly with the FTA at: Federal Transit Administration Office of Civil Rights Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR 1200 New Jersey Ave., SE, Washington, DC 20590

## Title VI Procedures and Compliance

***FTA Circular 4702.1B, Chapter III, Paragraph 6: All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public***

### 4.1 Complaint Procedure

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by Towns County Transit System may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (refer to Appendix E). Towns County Transit System investigates complaints received no more than 180 days after the alleged incident. Towns County Transit System will process complaints that are complete.

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

Towns County Transit System has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, Towns County Transit System may contact the complainant. The complainant has ten (10) business days from the date of the letter to send requested information to the investigator assigned to 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. A 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 seven (7) days to do so from the time she/he receives the closure letter or the LOF.

The complainant procedure will be made available to the public on Towns County Transit System's website ([www.townscountyga.org](http://www.townscountyga.org)).

### 4.2 Complaint Form

A copy of the complaint form in English is provided in Appendix E and on Towns County Transit System's website ([www.townscountyga.org](http://www.townscountyga.org)).