Sullivan County Transportation
People moving people in Sullivan County since 2016

SULLIVAN COUNTY TRANSPORTATION
TITLE VI COMPLAINT PROCEDURE

The SCS Sullivan County Transportation Title VI Complaint Procedure is made available in the following locations:

- Southwestern Community Services website: scshelps.org
- Hard copy in the Transit office
- Sullivan County Transportation Title VI Plan

Any individual, group of individuals, or entity that believes they have been discriminated against on the basis of race, color, or national origin by Sullivan County Transportation may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with Sullivan County Transportation no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, Sullivan County Transportation will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the New Hampshire Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Sullivan County Transportation has 45 days to investigate the complaint. If more information is needed to resolve the case, Sullivan County Transportation may contact the complainant requesting further information. The complainant has sixty (60) 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 sixty (60) business days, Sullivan County Transportation can administratively close the case.

After the investigator reviews the complaint, the agency will issue one of two (2) 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 letter of finding (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, or if there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the: New Hampshire Department of Transportation, Attn: Shannon Aiton, Title VI Coordinator, PO Box 483, 7 Hazen Drive Concord, NH 03302-0483; 603-271-2467; TTY: 800-735-2964; titlevi@dot.nh.gov

Or

Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 603.542.9609

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TITLE VI COMPLAINT FORM

SECTION I:

Name: _____

Address: _____

Telephone: (Home) _____ (Work) _____

Email Address: _____

Accessible Format Requirements?

☐ Large Print ☐ Audio ☐ TDD Other _____

The Federal Transit administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

In the Sullivan County Transportation (SCT) complaint investigation process, we analyze the complaint's allegations for possible Title VI. Assistance is offered to correct the inadequacies within a predetermined timeframe. Complaint allegations will be reported to the State of New Hampshire Department of Transportation and will be presented to the transportation provider. If deficiencies are identified, the Department of Transportation may also refer the matter to the U.S. Department of Justice for enforcement.

SECTION II:

Are you filing this complaint on your own behalf? ☐ Yes ☐ No

If you answered "yes" to this question, go to SECTION III.

If the answer was "no," please supply the name of the person for whom you are complaining:

_____

Please explain why you have filed for a third party: _____

_____

_____

_____

_____

Please confirm that you have obtained permission of the aggrieved party if you are filing on behalf of a third party. ☐ Yes ☐ No

SECTION III:

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

Title VI: ☐ Race ☐ Color ☐ National Origin

Have you previously filed a Title VI complaint with SCT or the FTA? ☐ Yes ☐ No

If "yes," what was your FTA Complaint Number? _____

(Note: This information is needed for administration purposes; we will assign the same complaint number to the new complaint.)

Have you ever filed with any of the following agencies?

☐ Transit provider ☐ NH DOT ☐ Equal Opportunity Commission

☐ Department of Justice Other: _____

Have you ever filed a lawsuit regarding this complaint? ☐ Yes ☐ No

If "yes," please provide a copy of the complaint form.

(Note: The above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the court.)

SECTION IV:

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route number, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to this complaint.

SECTION V:

May we release a copy of your complaint to NH DOT? ☐ Yes ☐ No

May we release your identity to NH DOT? ☐ Yes ☐ No

Signature: _____ Date: _____

(Note: We cannot accept your complaint without a signature.)

If you need assistance completing this form or if you have any questions, call the Transportation Director at 603.542.9609 (voice) or TDD/TTY Relay at 711, or send your email to jberquist@scshelps.org.

Mailing address:

Sullivan County Transportation
Transportation Director
6 Kinney Place
Claremont, NH 03743

Additional Information:

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