

## SCAT COMPLAINT PROCEDURES FOR PUBLIC

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under the Sarasota County Transportation Authority (SCTA) program of transit service delivery or related services or programs, you may file an official Title VI complaint with the Director or designee, 5303 Pinkney Ave., Sarasota, Florida, 34233-2421 or by calling (941) 861-5000. We encourage you to make your complaint in writing (see attached Title VI Complaint Form), including the following: Your name, address and how to contact you (phone number, email address, etc.).

You should include specific details such as names, dates, times, route numbers, 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.

Location where the incident occurred: \_\_\_\_\_

Time and date of the incident: \_\_\_\_\_

Name/Position title of the person who allegedly subjected you to Title VI discrimination:

\_\_\_\_\_

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The SCAT Director, or designee, will review every complaint and, when necessary, begin the investigation process. At a minimum the investigation will identify and review all relevant documents, practices and procedures and identify and interview persons with knowledge of the Title VI violation. This includes the person making the complaint, witnesses or anyone identified by the complainant, anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Director will complete a final report. If a Title VI Violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complaint will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may contact the 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.

Complainants may also file their initial Title VI complaint directly with the Federal Transit Administration, no later than 180 days after the date of the alleged discrimination. The complainant may contact the Federal Transit Administration Office of Civil Rights, Attn: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor, TCR, 1200 New Jersey Ave. SE, Washington, DC 20590. The complaint must be signed and include contact information. A copy of the FTA Title VI Complaint Form can be found at: <http://www.fta.dot.gov/civilrights/12884.html>.