

## Discrimination Complaint Procedure

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Any person who believes she or he has been discriminated against on the basis of race, color, national origin or disability by Valley Transit may file a discrimination complaint by completing and submitting the agency's Discrimination Complaint Form.

Valley Transit investigates complaints received no more than 180 calendar days after the alleged incident. Valley Transit will process complaints that are complete and signed.

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

Valley Transit has five (5) calendar days to investigate the complaint. If more information is needed to resolve the case, Valley Transit may contact the complainant.

The complainant has ten (10) calendar 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 thirty (30) calendar days, Valley Transit can administratively close 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 (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 or ADA 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, she/he has 180 calendar days after the date of the closure letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 920-832-5800.