

Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Rural Transit Enterprises Coordinated, Inc. d/b/a RTEC may file a Title VI complaint by completing and submitting RTEC's Title VI Complaint Form. RTEC investigates complaints received no more than 180 days after the alleged incident. RTEC will process complaints that are complete.

Once the complaint is received, RTEC 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 within ten (10) days by mail.

RTEC has 90 days to investigate the complaint. If more information is needed to resolve the case, RTEC may contact the complainant. The complainant has 10 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 10 business days, RTEC can administratively close the case. A case can be administratively closed also 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 letter of finding 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 7 days after the date of the letter or the letter of finding 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.

See attached sample of Title VI complaint form.

RTEC Procedures for Tracking and Investigating Title VI Complaints

Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color, or national origin in programs and services funded, in whole or part, by financial assistance from the United States Government.

All services and programs operated or sponsored by the Rural Transit Enterprises Coordinated, Inc. (RTEC) located at 100 Main Street, Mount Vernon, KY 40456 are subject to the requirements and obligations of Title VI. It is the intention of RTEC to fully comply with Title VI.

Persons who believe that they have experienced or witnessed any act or inaction, intentional or otherwise, in any program, service, or activity operated by or sponsored by RTEC that results in or may result in disparate treatment or impact, or perpetuates the effects of prior discrimination on the basis of race, color, or national origin may file a written complaint with RTEC or the U.S. Federal Transit Administration.

Complaints filed directly with Federal Transit Administration must be mailed within 180 days of any alleged discrimination. Complaints should be mailed to:

Federal Transit Administration Office of Civil Rights
Attention Title VI Program Coordinator
East Building, 5th. Floor – TCR
1200 New Jersey Ave., SE
Washington, D. C, 20590

It shall be the responsibility of the Executive Director Shirley Cummins, or her designee, to track, investigate and document Title VI complaints.

How to File a Title VI Complaint to RTEC

A person with a Title VI or other complaint may also submit the complaint to RTEC using the following procedures:

1. A complaint may be submitted in writing and must include the person's name and contact information, the date of the incidence, and the identity of the person or department or service that caused the complaint. Complaints may be sent via mail, email, fax, or hand delivered.
2. A complaint may be taken verbally and must include the person's name and contact information, the date of the incidence, and the identity of the person, department or service that caused the complaint.
3. Persons with a complaint may request a neutral third party to hear a verbal complaint or assist with a written complaint. The selection of the neutral third party shall be made cooperatively between RTEC and the person filing the complaint.
4. All complaints shall be addressed to the RTEC Executive Director, Shirley L. Cummins.

RTEC Complaint Procedure

1. The person filing a complaint on the basis of discrimination based on race, color, or national origin will be informed that the complaint may be either filed directly with the FTA or with RTEC. The contact information for the FTA will be provided should the person opt to file directly with FTA. RTEC's Executive Director shall be responsible for follow up and monitoring FTA action.
2. If the person opts to file the complaint with RTEC, the complaint will be directed by the Executive Director to the appropriate department manager for a fact-finding review. The manager will prepare a written response to the complaint and submit it to the RTEC Executive Director.
3. If the complaint is valid and supported by facts, the Executive Director will order corrective action be taken.
4. The person who filed the complaint will be consulted as to the adequacy of the proposed remedy. If acceptable, the matter is concluded.
5. If the proposed remedy is not acceptable, the person who filed the complaint may request a hearing with the RTEC Finance and Personnel Committee for purposes of stating their complaint and identifying an appropriate remedy.
6. The Finance and Personnel Committee will issue a response and recommend a remedy within ten days of the hearing.
7. If acceptable, the matter is concluded. If not, the person is advised of the appropriate steps to file the complaint with the FTA.