

Title VI of the Federal Civil Rights Act Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the **Community Action Agency of Columbiana County** or its **Community Action Rural Transit System** (hereinafter referred to as “**CARTS**”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. The **Agency** and the **Community Action Rural Transit System** investigates complaints received no more than 180 days after the alleged incident. **CARTS** will only process complaints that are fully complete and on a Title VI Complaint Form. Incomplete forms will not be processed.

Once the complaint is received, **the Executive Director** 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.

CARTS has **60** days to investigate the complaint. If more information is needed to resolve the case, **CARTS** may contact the complainant. The complainant has **30** 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 **30** business days, **CARTS** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue the 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. An 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 **30** days after the date of the 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.