

Title VI Complaint Procedures How to file a Complaint

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e., telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with HOTRTD at the following address:

HOTCOGRTD
Attention: Transportation Manager
1514 S New Road
Waco, TX 76711

NOTE: HOTRTD encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

What happens to the complaint after it is submitted?

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by HOTRTD will be directly addressed by HOTRTD. HOTRTD shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. HOTRTD shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within seven days (Appendix D). Additionally, HOTRTD will notify its Public Transportation Coordinator (PTC) by email or fax of any Title VI-related complaints within 10 working days of receipt of the complaint. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will the complainant be notified of the outcome of the complaint?

HOTRTD will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from HOTRTD, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Texas Department of Transportation
TXDOT-PTN
125 E. 11th Street
Austin, TX 78701-2483

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

Please see Appendix J for Spanish

Transit-related TVI investigations, Complaints and Lawsuits

Please see example table in Appendix H