

LATC Title VI Complaint Procedures

Introduction

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin (including Limited English Proficiency) by the Lewiston-Auburn Transit Committee (hereinafter referred to as "LATC") may file a Title VI complaint by completing and submitting AVCOG's Title VI Complaint Form.

<http://www.avcog.org/index.aspx?nid=910>

Purpose

The purpose of the discrimination complaint procedures is to describe the process used by LATC for processing complaints of discrimination under Title VI of the Civil Rights Act of 1964 and related statutes.

Roles and Responsibilities

On behalf of LATC, the AVCOG Civil Rights Officer has overall responsibility for the discrimination complaint process and procedures. The Civil Rights Officer may, at his/her discretion, assign a capable person within AVCOG to investigate the complaint.

The designated investigator will conduct an impartial and objective investigation, collect factual information and prepare a fact-finding report based upon the information obtained from the investigation.

In cases where the complainant is unable or incapable of providing a written statement, the complainant will be assisted by AVCOG in converting the verbal complaint into a written complaint. All complaints, however, must be signed by the complainant and/or by the complainant's representative.

The complainant shall make him- or herself reasonably available to the designated investigator, to ensure completion of the investigation within the timeframes set forth.

Filing a Complaint

Applicability. The complaint procedures apply to the beneficiaries of LATC programs, activities and services including, but not limited to the public, contractors, subcontractors, consultants and other sub-recipients of federal and state funds.

Eligibility. Any person who believes that she/he has been excluded from participation in, denied benefits or services of any program or activity administered by LATC or its sub-recipients, consultants, and contractors on the basis of race, color, national origin (including Limited English Proficiency) may bring forth a complaint of discrimination under Title VI/EJ and related statutes.

Time Limitation and Filing Options. Title VI/EJ complaints of discrimination may be filed with:

- LATC
- AVCOG
- MaineDOT's Civil Rights Office

- The Federal Highway Administration
- The Federal Transit Administration
- U.S. Department of Transportation

In all situations, AVCOG employees must contact the Civil Rights Officer immediately upon receipt of a Title VI/EJ complaint.

Time Limitation and Filing Options. Complaints must be filed no later than 180 days after:

- The date of the alleged act of discrimination; or
- The date the person became aware of the alleged discrimination; or
- Where there has been a continuing course of discriminatory conduct, the date on which the conduct was discontinued.

Complaints must be in writing, and must be signed by the complainant and/or the complainant's representative. The complaint must set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event a person makes a verbal complaint of discrimination to a *citylink* employee, the Civil Rights Officer or other person authorized to receive complaints on behalf of AVCOG and LATC, shall interview the person. If necessary, the authorized person will assist the person in writing the complaint for the person or the person's representative to sign.