

Suffolk Transit

Title VI Discrimination Complaint Procedure

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” (1994), or Executive Order 13166, “Improving access to Services for Persons with Limited English Proficiency” (2000), as amended, may file a complaint with the City of Suffolk as identified on the complaint form found in Appendix C. A complaint may also be filed by a representative on behalf of such a person.
2. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by the complainant(s). In cases where the Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. If necessary, Suffolk Transit staff may assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature.
 - b. Include the date of the alleged act of discrimination date when the Complainant became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - d. Federal and state law requires complaints be filed within 180 calendar days of the alleged incident and that they are complete and provide the requested information.
3. Within 10 days of receipt of the complaint, the City’s Transit Manager will determine its jurisdiction, acceptability and/or need for additional information. The Complainant will be provided with a written acknowledgement that the City has either accepted or rejected the complaint.
4. A complaint may be dismissed for the following reasons:
 - a. The Complainant requests the withdrawal of the complaint.
 - b. The complaint is based upon anything other than discrimination based upon race, color, national origin or limited English proficiency.
 - c. The complaint is incomplete and the Complainant fails to respond to requests for additional information needed to process the complaint.
 - d. The Complainant cannot be located after reasonable attempts.

5. Within 60 days, the Transit Manager will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action in a report of findings to the Director of Public Works or his/her designee. The complaint should be resolved by informal means whenever possible. Such information attempts and their results will be summarized in the report of findings.
6. Suffolk Transit has 90 days to investigate the complaint from the date that it was received. If more information is needed to resolve the case, Suffolk Transit may contact the Complainant for a meeting, interview or to obtain additional information. The Complainant has 30 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 30 calendar days, Suffolk Transit may administratively close the case. A case may also be administratively closed if the Complainant no longer wishes to pursue their case.
7. Within 90 days of receipt of the complaint, either the Director of Public Works or his/her designee will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her appeal rights with the appropriate Federal or State agency, if they are dissatisfied with the final decision rendered by the Suffolk Transit.
 - a. Suffolk Transit will reconsider this determination if new facts come to light.
 - b. If the Complainant is dissatisfied with the determination and/or resolution set forth by Suffolk Transit, the same complaint may be submitted to the appropriate Federal or State agency for investigation.
8. Contacts for the different Title VI administrative jurisdictions are as follows:

Virginia Department of Rail and Public Transportation
Attention: Title VI Compliance Officer
600 E. Main Street, Suite 2102
Richmond, VA 23219

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