

**Federal Transit Administration (FTA)**  
**TITLE VI Complaint Procedure**

**Who May File A Complaint?**

If you believe you have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by a recipient of FTA funding. You may file an administrative complaint with the FTA Office of Civil Rights.

FTA investigates complaints on the basis of intentional discrimination or on the basis of disparate impact discrimination, where a neutral policy or practice has the effect of disproportionately excluding or adversely affecting minority or other protected individuals and the recipient's practice lacks a substantial legitimate justification.

Complaints should be filed within 180 days of the alleged act of discrimination.

**How Do You File?**

You may file a complaint by completing the attached Complaint Form.

The complaint form must be signed and may be filed to:

**Federal Transit Administration**  
**Attention: Complaint Team**  
**East Building, 5<sup>th</sup> Floor – TCR**  
**1200 New Jersey Ave., SE**  
**Washington, DC 20590**

**RPA17 – CVTPA**  
**Chariton Valley Planning & Development Council**  
**308 North 12<sup>th</sup> Street**  
**Centerville, Iowa 52544**  
**641-437-4359**

With your form, please attach on separate sheet(s):

- A summary of your allegations and any supporting documentation
- Sufficient details for an investigator to understand why you believe a planning agency has violated Title VI with specifics such as dates and times of incidents.
- Any related correspondence from the planning agency.

**Federal Transit Administration  
Civil Rights Complaint Form**

The Federal Transit Administration Office of Civil Rights is responsible for ensuring that recipients of federal transit funding properly implement several civil rights laws and programs; including Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990 (ADA), the Disadvantaged Business Enterprise (DBE) program, and the External Equal Employment Opportunity (EEO) program.

In the FTA complaint investigation process, they analyze the complainant's allegations for possible deficiencies by the federal transit funding recipient. If deficiencies are identified, they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe.

Please mail your completed form to:

Director, FTA Office of Civil Rights  
East Building, 5<sup>th</sup> Floor, TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

If you have questions about how to prepare a complaint, you may contact their toll-free FTA Assistance Line at 1-888-446-4511. More information about transit related civil rights requirements may be found on the FTA's website at [www.fta.dot.gov](http://www.fta.dot.gov).

Note: Apart from the form, on separate pages, please describe your complaint. You should include specific details such as names, dates, times, witnesses, and any other information that would assist in their investigation of your allegations. Please also provide any other documentation that is relevant to this complaint, including any related correspondence from the planning agency.

Important: FTA cannot accept your complaint without a signature, so please sign on the last page of the form after printing it out.

**Section I**

I believe that I have been (or someone else has been) discriminated against on the basis of:

- Race/Color/National Origin
- Disability
- Not Applicable
- Other (specify)

I believe that a transportation planning agency has failed to comply with the following program requirements:

- Disadvantaged Business Enterprise (DBE)
- External Equal Employment Opportunity (EEO)
- Not Applicable
- Other (specify)

## Section II

Name:

Address:

City:

State:

Zip Code:

Telephone Numbers:

Home:

Cell:

Email Address:

Accessible format requirements:

- Large Print
- Not Applicable
- Other

### Section III

Are you filing this complaint on your own behalf?

Yes  No

(If answered "yes" to this question, go to Section IV.)

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:

Yes  No

### Section IV

Have you previously filed a civil rights complaint with the FTA?

Yes  No

If yes, what was your FTA Complaint Number?

Have you filed this complaint with any of the following agencies?

- Transportation Planning Agency
- Transit Provider
- Department of Justice
- Department of Transportation
- Equal Employment Opportunity Commission
- Other

If yes, please attach a copy of any response you received to your previous complaint.

Have you filed a lawsuit regarding this complaint?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

If yes, please provide the case number and attach any related material.

**NOTE: FTA encourages, but does require, that complaints first be filed with their local transit agency or transportation planning agency to give them an opportunity to resolve the issue.**

### Section V

Name of transportation planning agency complaint is against:

\_\_\_\_\_

Contact Person: \_\_\_\_\_

Title: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

### Section VI

May FTA release your identity and a copy of your complaint to the transportation planning agency?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

**NOTE: FTA may be unable to investigate your allegations with permission to release your identity and complaint.**

Please sign here: \_\_\_\_\_

Date: \_\_\_\_\_

**NOTE: FTA cannot accept your complaint without a signature.**