

## Title VI/ADA Complaint Procedure

The **Caldwell Parish Public Transit** Title VI/ ADA Complaint Procedure is made available in the following locations:

- Agency website
  - Hard copy in the central office
  - Agency Title VI Plan
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Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, national origin or disability by the **Caldwell Parish Public Transit** may file a Title VI/ ADA complaint by completing and submitting the agency's Title VI/ ADA Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the **Caldwell Parish Public Transit** no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, the **Caldwell Parish Public Transit** will review it to determine if our office has jurisdiction. In cases where the complaint is against one of LADOTD's sub recipients of federal highway funds, the Department will assume the jurisdiction and will investigate and adjudicate the case. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The **Caldwell Parish Public Transit** has 45 days to investigate the complaint. If more information is needed to resolve the case, the city may contact the complainant.

After the investigator reviews the complaint, she/he will issue one of two (2) 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.
- ✓ A letter of finding (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 180 days after the date of the letter or the LOF to do so. LADOTD will analyze the facts of the case and will issue its conclusion to the appellant within 60 days of the receipt of the appeal.