

Rides For Ridgefield

Title VI Complaint Procedures

The complaint procedure and complaint form are available on the *Rides For Ridgefield* website: Rides4Ridgefield.org

Any person who believes she or he had been discriminated against on the basis of race, color, or national origin by *Rides For Ridgefield* (hereafter referred to as “the Agency”) may file a Title VI complaint by completing and submitting the Agency’s Title VI Compliant Form. *Rides For Ridgefield* investigates complaints received no more than 180 days after the alleged incident. The Agency will process complaints that are complete.

Once the complaint is received, the *Rides For Ridgefield* Executive Board will, with the Mobility Management Center Manager/Title VI Coordinator, meet to review the complaint and assign an investigator who will manage the investigation and report findings to the Executive Committee. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated.

The Agency has 60 days to investigate the complaint. If more information is needed to resolve the case, the Agency may contact the complainant. The complainant has 15 business 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 15 business days, the Agency can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and state that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interview regarding the alleged incident, and explains whether any disciplinary action, additional training of staff and/or volunteers, or other action will occur. If the complainant wishes to appeal the decision, she/he has 15 business days after the date of the letter of LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.