

### **III. Title VI Complaint Procedures**

#### **How to file a Title VI Complaint?**

The complainant may file a signed, written complaint up to one hundred and eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Name, mailing address, and how to contact you (i.e., telephone, number, email address, etc....)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you may deem significant.

The Title VI Complaint Form may be used to submit the complaint information. The complaint may be filed in writing to TVT at the following address:

Treasure Valley Transit  
1136 W. Finch Drive  
Nampa, ID 83651

**NOTE:** TVT encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of the discrimination.

#### **What happens to the complaint after it is submitted?**

All complaints alleging discrimination based on race, color, or national origin in a service or benefits provided by TVT will be directly addressed by TVT. TVT shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, TVT shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within seven days. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

#### **How will the complainant be notified of the outcome of the complaint?**

TVT will send a final written response letter to the complainant. In the case a letter notifying

complainant that the complaint is not substantiated, the complainant is also advised of his or her right to 1) appeal within seven (7) calendar days of receipt of the final written decision from TVT, and/or 2) file a complaint externally with the U. S. Department of Transportation and/or Federal Transit Administration (FTA). Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights

Attention: Title VI Program Coordinator

915 Second Ave, Suite 3142

Seattle, Washington 98174

(206) 220-7954

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