

TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of **race**, **color**, or **national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." (42 U.S.C. Section 2000d). The Environmental Justice component of Title VI guarantees fair treatment for all people and provides for Votran to identify and address, as appropriate, disproportionately high and adverse effects of its programs, policies, and activities on minority and low-income populations, such as undertaking reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information the Votran provides. Votran works to ensure nondiscriminatory transportation in support of our mission to be the Central Florida leader in providing effective, coordinated and integrated multimodal transportation solutions to enhance the social and economic quality of life for all Volusia County citizens. Votran’s Contract Compliance Program Office is responsible for Civil Rights Compliance and Monitoring to ensure non- discriminatory provision of transit services and programs

**Title VI Complaint Procedure**

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by the Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. Votran investigates complaints received no more than 180 days after the alleged incident. All written complaints submitted to Votran’s Customer Service Department shall be referred immediately by the Customer Service Manager to the Florida Department of Transportation’s (FDOT) District Five Title VI Coordinator for processing in accordance with approved State procedures.
2. Verbal and non-written complaints received by Votran‘s Customer Service Department shall be resolved informally by the Customer Service Manager. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the Civil Rights Officer shall refer the complaint to the FDOT’s District Five Title VI Coordinator for processing in accordance with approved State procedures.
3. The Civil Rights Officer will advise the FDOT’s District Five Title VI Coordinator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FDOT’s District Five Title VI Coordinator:
4. Name, address, and phone number of complaint.
5. Name(s) and address (es) of Respondent.
6. Basis of complaint (i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation.)
7. Date of alleged discriminatory act(s).
8. Date of complaint received by Votran
9. A statement of the complaint.
10. Other agencies (state, local, or Federal) where the complaint has been filed.
11. An explanation of the actions that Votran has taken or proposed to resolve the allegation(s) raise in the complaint.

1. Within ten (10) calendar days, the Civil Rights Officer will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the complainant of other avenues of redress available, such as the FDOT’s Equal Opportunity Office (EOO).
2. Within sixty (60) calendar days, the Civil Rights Officer will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the General Manager of Votran.
3. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the Civil Rights Officer 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 right to file a formal complaint with the FDOT’s EOO, if they are dissatisfied with the final decision rendered by Votran. The Civil Rights Officer will also provide the FDOT’s District Five Title VI Coordinator with a copy of this decision and summary of findings.
4. The Civil Rights Officer will maintain a log of all verbal and non-written complaints received by Votran. The log will include the following information:
5. Name of Complainant.
6. Name of Respondent.
7. Basis of Complaint (i.e., race, color, national origin, sex, age, disability, religion, familial stats or retaliation).
8. Date verbal or non-written complaint was received by Votran.
9. Date Votran notified the FDOT’s District Five Title VI Coordinator of the verbal or non-written complaint.
10. Explanation of the actions Votran has taken or proposed to resolve the issue raised in the complaint.

Complaint No.

Name Home Number Email Address

Work Number Address

City

Zip Code

List type of discrimination (please check all that apply): Race National Origin Color

Other

Please indicate your race/color, if it is a basis of your complaint

Please describe your national origin, if it is a basis of your complaint

Location where incident occurred:

Time and date of incident:

Name/Position title of the person who allegedly subjected you to Title VI discrimination:

Briefly describe the incident (use a separate sheet, if necessary):

Did anyone else witness the incident? Yes ( ) No ( ) List witnesses. (Use a separate sheet, if necessary.)

Name Address Telephone No.

Name Address Telephone No.

Have you filed a complaint about this incident with the Federal Transit Administration? Yes ( ) No ( )

If yes, when?

**AFFIRMATION**

I hereby swear/affirm that the information that I have provided in this Title VI Complaint Form is true and correct to the best of my knowledge, information and belief.

**Your Signature Today’s Date**

Action Taken (To be completed by Title VI Investigator)-

Accepted for formal Investigation on

\_/ /

Referred to another department on

\_/ /

R e j e c t e d b e c a u s e

Title VI Investigator

Today’s Date

Mailing Address: