



**TITLE VI COMPLAINT PROCEDURE
GREATER HARTFORD TRANSIT DISTRICT
Policy Bulletin No: GHTD-26**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Greater Hartford Transit District (hereinafter referred to as the District) may file a Title VI complaint by completing and submitting the District's Title VI Complaint Form. The Greater Hartford Transit District investigates complaints received no more than 180 days after the alleged incident. The District will process complaints that are complete.

If you as the complainant are unable to write a complaint, the District's Title VI Coordinator will assist you with the complaint. The Greater Hartford Transit District is committed to providing open access to its services to persons with limited ability to speak or understand English; if requested by complainant, the District's Title VI Coordinator will provide language translation services.

Once the complaint is received, the District will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The District has 60 days to investigate the complaint. If more information is needed to resolve the case, the District may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the District. If the District is not contacted by the complainant or does not receive the additional information within 15 business days, the District can administratively close the case. A case can be administratively closed also 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 states that there was not a Title VI violation and that the case will be closed. An 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 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:

FTA Office of Civil Rights, Kendall Square
55 Broadway, Suite 920
Cambridge, MA 02142-1093

If information is needed in another language, contact 860-247-5329 x 3011

Si des renseignements sont nécessaires dans une autre langue, composez le 860-247-5329, poste 3011.

Ako su vam potrebne informacije na drugom jeziku, nazovite 860-247-5329 x3011

Se precisar de informações em outro idioma, ligue para 860-247-5329, ramal 3011.

Se avete bisogno di informazioni in un'altra lingua, telefonate al numero 860-247-5329 int. 3011.

Jeżeli istnieje zapotrzebowanie na te informacje w innym języku, prosimy o kontakt na numer telefonu 860-247-5329 wewn. 3011.

Если Вам необходима информация на другом языке, пожалуйста, обращайтесь по номеру телефона 860-247-5329, доб. 3011.

Si necesita información en otro idioma, llame al 860-247-5329, extensión 3011.

如需其他语言的信息，请致电 860-247-5329 x3011

Nếu cần thông tin bằng ngôn ngữ khác, hãy gọi 860-247-5329 x3011

다른 언어로 기재된 정보가 필요하신 경우, 860-247-5329 x3011로 연락해 주시기 바랍니다.

यदि जानकारी अन्य भाषा में चाहिये, 860-247-5329 x3011 संपर्क करें

في حالة الاحتياج للمعلومات بلغة أخرى، يرجى الاتصال على رقم 860-247-5329، داخلي 3011