



**Policy Bulletin No: GHTD-26**  
**Subject: Title VI Complaint Procedure**  
**Date : March 2008**

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Any person who believes he or she, or any specific class of persons, has been subjected to discrimination based on race, color, national origin, sex, age, disability, income status or retaliation prohibited by the Title VI of the Civil Rights Act of 1964 and other nondiscriminatory authorities, may file a written complaint. All written complaints submitted to the Greater Hartford Transit District shall be immediately referred by the Operations Administrator to the Executive Director for processing in accordance with established Appeals Procedures.

Verbal and non-written complaints received by the Greater Hartford Transit District shall be resolved informally by the Director of Paratransit Services. 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 Director of Paratransit Services shall refer the Complainant to the Operations Administrator for processing in accordance with established procedures.

The Director of Paratransit Services will advise the Operations Administrator within five (5) calendar days of receipt of the allegations. The following information will be included in every notification:

1. Name, address, and telephone number of the Complainant(s).
2. Name(s) and address(es) of the Respondent.
3. Basis of complaint (i.e. race, color, national origin, sex, age, disability, income status or retaliation).
4. Date of alleged discriminatory act(s).\
5. Date of complaint received by the District.
6. A statement of the complaint.
7. Other agencies where the complaint has been filed.
8. An explanation of the actions the District has taken or proposed to resolve the allegation(s) raised in the complaint.

Within ten (10) calendar day, the Director of Paratransit Services 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.

Within sixty (60) calendar days, the Director of Paratransit Services will conduct and complete a review of the verbal and non-written allegations(s) and based on the information obtained, will render a recommendation for action in a report of findings to the Operations Administrator.

Within ninety (90) calendar days of the verbal and non-written allegation(s) receipt, the Director of Paratransit Services 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 Executive Director, if they are dissatisfied with the final decision rendered by the District. A copy of this decision and summary of findings will also be provided to the Executive Director.

The Director of Paratransit Services will maintain a log of all verbal and non-written complaints received by the District. The log will include the following information:

1. Name of Complainant(s).
2. Name of Respondent.
3. Basis of Complaint complaint (i.e. race, color, national origin, sex, age, disability, income status or retaliation).
4. Date verbal and non-written complaint was received by the District.
5. Date the District notified the Operations Administrator of the verbal or non-written complaint.
6. Explanations of the actions the District has taken or proposed to resolve the issued raised in the complaint.

If information is needed in another language, contact 860-247-5329 x3011

**French**

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

**Serbo Croatian**

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

**Portuguese**

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

**Italian**

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

**Polish**

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

**Russian**

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

**Spanish**

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

**Chinese**

如需其他语言的信息，请致电 860-247-5329 x3011

**Vietnamese**

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

**Korean**

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

**Hindi**

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

**Arabic**

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