

## TITLE VI COMPLAINT PROCEDURES

If you believe that you have been excluded from participation in, denied the benefits of, or subjected to discrimination based on race, color or national origin under the Hillsborough Transit Authority (HART) program of transit service delivery or related services or programs, you may file an official Title VI complaint with the Chief Administrative Officer/Chief Civil Rights Officer, Brenda Mowen, 4305 E. 21<sup>st</sup> Ave. Tampa, FL 33605 or by calling (813) 623-5835. We encourage you to make your complaint in writing with the following information: Your name, address and how to contact you (phone number, email address, etc.). A complaint form can be obtained by calling the number above or by going to our website at [www.goHART.org](http://www.goHART.org).

- How, why, when and where you believe you were discriminated against. Include the location, names and contact information of any witnesses. If the alleged incident occurred on the bus, give date, time of day, and bus number if available.
- You must sign your letter of complaint

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Chief Administrative Officer/Chief Civil Rights Officer will review every complaint, and when necessary, begin the investigation process. At a minimum the investigating will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the Title VI violation, i.e., the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

Upon completion of the investigation, the Chief Administrative Officer/Chief Civil Rights Officer will complete a final report for the Chief Executive Officer. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a final report together with any remedial steps. The investigation process and final report should take no longer than twenty-five (25) business days. If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration, 230 Peachtree St., N.W., Suite 800, Atlanta, GA 30303 Attn: Region IV Civil Rights Officer or by calling (404) 865-5620, web site [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html).

Complainants may also file their initial Title VI complaint directly, no later than 180 days after the date of the alleged discrimination, and he or she may contact the Federal Transit Administration, 230 Peachtree St., N.W., Suite 800, Atlanta, GA 30303 Attn: Region IV Civil Rights Officer or by calling (404) 865-5620, web site [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html).