

# Title VI Complaint Process

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## Title VI Complaint Process Regarding SCCOG Transit Services

This page describes the Title VI complaint process for any complaint filed with SCCOG Transit alleging SCCOG Transit's failure to comply with Title VI of the Civil Rights Act of 1964 ("Title VI").

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and SCCOG Transit may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

### What is Title VI?

Title VI requires that no person in the United States of America shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination under any program or activity provided by the recipient of federal assistance. The City of Fort Collins receives federal financial assistance. Any person who believes himself or any specific class of persons to have been discriminated against in violation of Title VI may by himself or by a representative file a formal complaint with the SCCOG Transit as described below. Any such complaint must be in writing or provided verbally so that it can be put in writing and filed with SCCOG Transit's Transit Operations Supervisor or Transit Director within 180 days following the date of the alleged discriminatory act or decision. Individuals are not required by federal regulations to file a complaint with SCCOG Transit and may file a complaint directly with the appropriate federal or enforcement agency.

Please note that Title VI does not address gender, age, or disability discrimination. Other laws address gender, age and disability discrimination.

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within 180 calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, or national origin) and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

SCCOG Transit strongly encourages the use of the SCCOG Transit Title VI Complaint Form when filing official complaints.

The preferred method is to file your complaint in writing using the SCCOG Transit Title VI Complaint Form, and sending it to:

SCCOG Transit  
300 S Bonaventure Ave  
Trinidad, CO 81082

2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the SCCOG Transit. Under these circumstances, the complainant will be interviewed, and the SCCOG Transit will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received, SCCOG Transit will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
5. Within 15 calendar days from receipt of a complete complaint, the SCCOG Transit will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the SCCOG Transit Director or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of SCCOG Transit's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
6. When SCCOG Transit does not have sufficient jurisdiction, SCCOG Transit Director or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
7. If the complaint has investigative merit, SCCOG Transit Manager or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Transit Manager within 60 calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
8. SCCOG Transit Manager or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 calendar days from receipt of the complaint.

9. If the Complainant is dissatisfied with SCCOG Transit's resolution of the complaint, he/she has the right to file a complaint with the:

Federal Transit Administration  
Region 8  
Attn: Civil Rights Officer  
12300 West Dakota Avenue  
Suite 310  
Lakewood, CO 80228  
Phone: 720-963-3300  
Fax: 720-963-3333