



HRT TITLE VI COMPLAINT PROCEDURES AND FORM

The complaint form shown in Figure 3 is available for download on the HRT website. It is also available upon request through Customer Service, by e-mail, and in print through direct mail.

TITLE VI COMPLAINT PROCESS

1. Purpose

These procedures cover all complaints under Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" (1994), and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (2000), for alleged discrimination in any program or activity administered by Hampton Roads Transit.

2. Statement of Policy

No person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any Hampton Roads Transit program or activity, as provided by Title VI of the Civil Rights act of 1964, and as amended.

3. How to File a Complaint

- a. Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by Hampton Roads Transit (hereinafter referred to as "HRT") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.
 - i. All complaints must be in written form.
 - ii. A complaint submitted by mail must be addressed as follows:

Hampton Roads Transit
Attention: Title VI Coordinator
3400 Victoria Boulevard
Hampton, VA 23661
 - iii. A complaint can be submitted through the HRT website at <http://gohrt.com/contact/title-vi-program/title-vi-complaint-form/>
 - iv. A complaint submitted on HRT's Title VI Complaint Form can be emailed to TitleVI@hrtransit.org; Subject: Title VI Complaint
- b. A copy of the Agency's Title VI Complaint Form may be obtained as follows:
 - i. Website at <http://gohrt.com/contact/title-vi-program/>
 - ii. Phone: Call (757) 222-6000 and ask to speak with Customer Service who will email or mail a copy of the Form.
- c. Complaints must be received within 180 days from the date of the alleged incident and must be complete and provide the requested information.
- d. A Title VI complaint may also be filed directly with the Federal Transit Administration. The Complaint Form may be found at <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/fta-civil-rights-complaint-form>. The complaint form must be signed and mailed to:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE



Washington, DC 20590

4. How HRT will Respond to Complaints

The following is a summary of the procedures that HRT uses for investigation and resolution of Title VI customer complaints.

- a. Once a Title VI complaint is received, HRT will review the complaint to determine if our office has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by our office or a letter closing the matter.
- b. HRT has 90 days to investigate the complaint from the date that it was received by HRT. If more information is needed to resolve the case, HRT may contact the complainant for a meeting, interview or additional information. The complainant has 30 calendar days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 calendar days, HRT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- c. After the investigator reviews the complaint, he/she 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 how the situation will be addressed. If the complainant wishes to appeal the decision, he/she has 90 days after the date of the letter or the LOF to do so.