



## **Title VI Complaint Form**

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 Person with Limited English Proficiency” (2000), for alleged discrimination in any program or activity administered by Hampton Roads Transit.

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

1. Any person who believes she or he 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. Complaints must be received within 180 days of the alleged incident and must be complete.
2. Once the complaint is received, HRT will review it 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.
3. HRT has 90 days to investigate the complaint. If more information is needed to resolve the case, HRT may contact the complainant. The complainant has 30 business 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 business days, HRT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
4. 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 how the situation will be addressed, and whether any disciplinary action, additional training of the employee, or other action will occur. If the complainant wishes to appeal the decision, she/he has 90 days after the date of the letter or the LOF to do so.
5. A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.



# HAMPTON ROADS TRANSIT

## Title VI Complaint Form

### Section I

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Home Telephone No: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Work Telephone No: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Accessible Format Requirements?

Large Print    TDD    Audio Tape    Other \_\_\_\_\_

### Section II

Are you filing this complaint on your own behalf?

\_\_\_\_\_ Yes   \_\_\_\_\_ No

If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining:

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Please explain why you have filed for a third party:

\_\_\_\_\_  
\_\_\_\_\_

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.

\_\_\_\_\_ Yes   \_\_\_\_\_ No





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### Section IV

Have you previously filed this Title VI complaint with this Agency?

\_\_\_\_\_ Yes      \_\_\_\_\_ No

### Section V

Have you filed this complaint with any other Federal, State, or local agency or with any Federal or State court?

\_\_\_\_\_ Yes      \_\_\_\_\_ No

If yes, check all that apply:

\_\_\_\_\_ Federal agency      \_\_\_\_\_ Federal court

\_\_\_\_\_ State agency      \_\_\_\_\_ State court

\_\_\_\_\_ Local agency

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Work Telephone No: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_



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## Title VI Complaint Form

### Section VII

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below.

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**Signature**

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**Date**

Please mail this form to:

Title VI Coordinator  
Hampton Roads Transit  
3400 Victoria Boulevard  
Hampton, VA 23661  
757-222-6000