

What Happens To My Complaint?

The agency will notify their PTC (Public Transportation Coordinator) by email or fax of any Title VI-related complaints received within 10 working days of the receipt of the complaint, including a paper or electronic copy of the complaint form.

The Title VI Complaint Coordinator will contact the complainant in writing no later than fifteen (15) working days after receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, the Title VI Complaint Coordinator may administratively close the complaint.

The Executive Director and the Title VI Complaint Coordinator will complete the investigation within thirty calendar (30) days of receipt of the complaint. A written investigation report will be prepared by the investigator and will be kept confidential. The report shall include a summary description of the incident, findings and recommendations. A written report will be provided to the complainant on the incident and findings.

If the matter cannot be resolved, then the complainant can make an appeal request within sixty (60) days of the incident. The written appeal must include the complainant's name, address, and telephone contact number. A statement of reason(s) why the complainant believes the denial of accommodation request or access to public transportation was inappropriate is recommended. If the matter cannot be resolved, it may be taken to the CTS Board for an appeal and if the matter cannot be resolved the complainant will be informed of his/her right to appeal to:

Federal Transit Administration-Office of Civil Rights
Attention: Title VI Program Coordinator,
East Building, 5th Floor- TCR
1200 New Jersey Ave., SE. Washington, DC 20590