

## **TITLE VI COMPLAINT PROCEDURE**

### **Background**

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by Mountain Village Transit.

These procedures do not affect 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 Mountain Metropolitan 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 [written complaint](#) and send it to the following:

Title VI Coordinator  
Mountain Village Transit  
455 Mountain Village Blvd – Suite A  
Mountain Village, CO 81435  
Phone: (970) 729-3434  
[titleVI@mtnvillage.org](mailto:titleVI@mtnvillage.org)

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights no later than one-hundred eighty (180) calendar days after the date of the alleged discrimination at 12300 West Dakota Avenue, Suite 310, Lakewood, CO 80228-2583, Phone: (720) 963-3313.

### **Title VI Complaint Procedure**

1.) A formal complaint must be filed within one-hundred eighty (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 the alleged discriminating person(s), basis of complaint (race, color, national origin), and the date of the alleged act or acts. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A [Mountain Village Transit Title VI Complaint Form](#) can be found on this website or may be requested by calling (970) 729-3434 or writing Mountain Village Transit's Title VI Coordinator at the address listed below. Mountain Village Transit encourages individuals to submit Title VI complaints in writing using this form and mailing to:

Title VI Coordinator  
Mountain Village Transit  
455 Mountain Village Blvd – Suite A  
Mountain Village, CO 81435  
[titleVI@mtnvillage.org](mailto:titleVI@mtnvillage.org)

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 Mountain Village Transit's Title VI Coordinator. Under these circumstances, the Complainant will be interviewed, and the Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.

3.) When a complaint is received, the Title VI Coordinator 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 sixty (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 fifteen (15) calendar days from receipt of a complete complaint, Mountain Village 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 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 Mountain Village Transit's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.

6.) When Mountain Village Transit does not have sufficient jurisdiction, the 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, the Transit Director or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Transit Director within sixty (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 investigator will notify the appropriate authorities, and an extension will be requested.

8.) The Transit Director or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) calendar days from receipt of the complaint.

9.) If the Complainant is dissatisfied with Mountain Village Transit's resolution of the complaint, he/she has the right to file a complaint with the Departmental Office of Civil Rights, U.S. Department of Transportation, 1200 New Jersey Ave., S.E. Washington D.C. 20590, Phone: 202-366-4648

[Title VI Civil Rights Complaint Form](#)

**MOUNTAIN VILLAGE TRANSIT TITLE VI COMPLAINT FORM**

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
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:				
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
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply):				
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
_____				
_____				
<b>Section IV</b>				
Have you previously filed a 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:

Telephone:

**Section VI**

Name of agency complaint is against:

Contact person:

Title:

Telephone number:

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

Signature and date required below

\_\_\_\_\_  
Signature Date

Please submit this form in person at the address below, or mail this form to:

Title VI Coordinator  
Mountain Village Transit  
455 Mountain Village Blvd – Suite A  
Mountain Village, CO 81435  
titleVI@mtnvillage.org