

## **Cedartown Transit Title VI Complaint Procedures**

If you believe that you have been excluded from participation in, been denied the benefits of, or been subjected to discrimination under the Cedartown Transit service program or activity you may file an official Title VI complaint with the Cedartown Transit Title VI Coordinator. The following steps describe the procedures to file a complaint and how Cedartown Transit will respond.

The complaint must be submitted to the Cedartown Transit Title VI Coordinator no later than 180 days after the date of the alleged discrimination.

2. A Title VI Complaint form can be obtained by calling (770) 748-3220 or by downloading the form from our website at [www.cedartowngeorgia.gov](http://www.cedartowngeorgia.gov). Please provide the following information on the complaint form, or you may submit a signed written statement that contains all of the following written information.

- Your name, address and how to contact you (phone number, email address, etc.).
- The basis of the alleged discrimination complaint.
- How, why, when and where you believe you were excluded from participation in, were denied the benefits of, or were subjected to discrimination. If the alleged incident occurred on the transit van, give date and time of day.
- Include the location, names and contact information of any witnesses.
- Indicate whether you have filed the complaint with the Federal Transit Administration.
- You must sign the complaint form.

If you as the complainant are unable to write a complaint, the Cedartown Transit Title VI Coordinator will assist you with the complaint. Cedartown Transit is committed to providing open access to its services to persons with limited ability to speak or understand English; if requested by complainant, the Cedartown Transit Title VI Coordinator will provide language translation services.

3. The complaint shall be sent to the following address:

Cedartown Transit Title VI Coordinator  
201 East Avenue  
Cedartown, Georgia 30125

4. All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Cedartown Transit Title VI Coordinator will review every complaint.

At a minimum the investigating will:

- Identify and review all relevant documents, practices and procedures;

- Identify and interview persons with knowledge of the alleged discrimination, that is, the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

5. Upon completion of the investigation, the Cedartown Transit Title VI Coordinator will complete a final report for the Cedartown City Manager. The investigation process and final report should take no longer than ninety (90) days after receipt of the complaint. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a copy of the final report together with any remedial steps.

6. If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration, 230 Peachtree Street, N.W., Suite 800, Atlanta, Georgia 30303, Attention: Regional Civil Rights Officer or by calling (404) 865-5628, or web site [http://www.fta.dot.gov/civilrights/title6/civil\\_rights\\_5104.html](http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html). Complainants may also file their initial Title VI complaint directly, no later than 180 days after the date of the alleged discrimination, to the Federal Transit Administration.