

## **HDPT's Title VI Complaint Process**

Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with HDPT within 180 days from the date of the alleged occurrence. HDPT will process complaints that are complete.

### *Filing a Complaint with HDPT:*

- Online: Complaints may be filed using our online form available at [www.hdpt.com](http://www.hdpt.com)
- By Mail: Complaints may be filed with HDPT in writing and may be addressed to:

City of Harrisonburg Department of Public Transportation  
Grants Program Manager  
475 East Washington Street  
Harrisonburg, Virginia 22802

HDPT will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

### ***Complaint Investigation***

1. Written complaint received by the Grants Program Manager. A letter acknowledging the receipt of the complaint will be mailed to the complainant.
2. The complaint will be logged into the Civil Rights database by the Grants Program Manager and updated at each step.
3. Determine the acceptability, need for additional information and the investigative merit of the complaint. The Transit Director shall review the complaint and decide if other members of the department or other city departments are needed to evaluate the complaint.
4. Once the course of action is determined, the complainant will be notified in writing of the determination within ten (10) calendar days. Either a letter notifying the complainant that the complaint is substantiated or a letter notifying the complainant that the complaint is not substantiated will be mailed. If further explanation is needed the Complainant shall provide details in writing or in person as needed.
5. A complaint is determined to be substantiated if following apply:  
*The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.*  
*The allegation(s) must involve a covered basis such as race, color, national origin, disability, age, or sex.*  
*The allegation(s) must involve a program or activity that receives Federal financial assistance.*
6. A complaint may be determined to be not substantiated for the following reasons:  
*The complaint does not fall within the guidelines of #5.*  
*The complainant requests withdrawal of the complaint.*  
*The complainant fails to respond to repeated requests for additional information needed to process the complaint.*  
*The complainant cannot be located after reasonable attempts.*

7. Within 45 days of the receipt of the complaint, the Grants Program Manager will prepare a written investigative report to be reviewed by HDPT staff and the City Attorney.
8. The report will be modified as needed and finalized for release to the parties.

HDPT will investigate all complaints received. HDPT shall have sixty (60) days from receipt of the written complaint to investigate the complaint and respond to the complainant in writing with a determination.

FTA PROCESS: FTA Complaint procedures can be found on FTA's web site at [www.fta.dot.gov](http://www.fta.dot.gov)

and are also outlined in FTA Circular 4702.IA, Chapter IX.

*Filing a Complaint Directly to the U.S. Department of Transportation*

A complaint may file a Title VI complaint with the U.S. Department of Transportation by contacting the Department at:

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