

## **Salem Skipper Title VI Complaint Procedures**

Title VI complaints should be filed immediately however, Salem Skipper will investigate complaints up to 180 days after the alleged incident. The designated Title VI complaint coordinator will review it and the complainant will receive an acknowledgement letter informing them whether the complaint has been determined to be a Title VI complaint. Salem Skipper will respond to the complaint within thirty days of its receipt. If additional information to adequately investigate the complaint is needed from the complainant, the complainant will be contacted by Salem Skipper's designated complaint investigator. The complainant will have thirty days from the date of the letter requesting additional information to send the requested information to the investigator assigned to the complaint. If Salem Skipper's investigator is not contacted by the complainant or does not receive the additional Information within thirty days, Salem Skipper may administratively close the complaint. A complaint may also be administratively closed if the complainant no longer wishes to pursue their complaint.

After Salem Skipper's assigned investigator reviews the complaint, one of two letters will be issued to the complainant: a closure letter or a letter of finding (LOF). A closure letter will summarize the allegations, state that the Title VI violation was not substantiated, and that the complaint will be closed. A LOF will summarize the allegations and the interviews regarding the alleged incident and will indicate if any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the determination, she/he has ten days from the date of the letter or the LOF in which to do so. An individual may also file a complaint directly with the Federal Transit Administration, at: Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.