

III. Title VI Complaint Procedures and Form

Receiving and Documenting Complaints

Complaints via Phone Call: When a member of the public calls SEVT and states that s/he wishes to file a Title VI complaint, the call is transferred to the division's General Manager who will document the complaint using the Title VI Complaint Form (see below). Should the General Manager be unavailable to take the call, the person taking the call shall record the individual's contact information and state that the General Manager will call the person back. The General Manager shall call the individual back within five business days of receiving the message. If the General Manager will be out of the office longer than five business days, the Chief Executive Office shall receive the Title VI complaint calls until the General Manager returns.

In the event that an individual calls in a complaint but does not specifically state that s/he wishes to file a Title VI complaint, the person who takes the call shall follow the normal (non-Title VI) complaint documentation procedures. If after the call is taken it becomes clear that the complaint involves Title VI, the person's contact information shall be forwarded to the General Manager. The General Manager shall call the individual back and document the Title VI complaint using the Title VI Complaint Form.

Complaints via regular mail or Email: When a member of the public submits a complaint via regular mail or email that is related to Title VI, it shall be forwarded to the General Manager by whichever staff member receives it. If the emailed complaint does not include sufficient information to fill out the Title VI Complaint Form, the General Manager will contact the individual to obtain the needed information. In all cases, the General Manager will reply to the individual to confirm receipt of the complaint.

Enter the Complaint into the SEVT Title VI Complaint and Lawsuit Log

Any Title VI complaint received by SEVT shall be entered into the SEVT Title VI Complaint and Lawsuit Log. The following information must be included in the log:

- Date the complaint was filed
- A summary of the allegations
- The status of the investigation
- Actions taken by the recipient in response

Internal Investigation of Title VI Complaints

After a Title VI complaint is received and fully documented using the Title VI Complaint Form, the General Manager will initiate an internal investigation of the complaint. Such investigation might include, but is not limited to, speaking with administrative staff, maintenance department staff, and/or operations staff (including bus drivers), reviewing company policies and procedures and evaluating service characteristics and schedules. If requested by the complainant or warranted based on the investigation, the General Manager will contact the complainant at the conclusion of the investigation to report on any findings or potential changes as a result of the complaint.

Notice shall include information regarding appeal rights of the complainant and instructions for initiating such an appeal. The first level of appeal is to the Chief Executive Officer (CEO) of SEVT. The CEO will review all the facts of the case and the process of the internal investigation. If any

aberrations from normal procedure are discovered or if new facts come to light, SEVT will reconsider the determination.

If the complainant is still dissatisfied with the determination and/or resolution set forth by SEVT, the result may be appealed to VTrans. Complainant will be advised to contact:

Vermont Agency of Transportation
Office of Civil Rights & Labor Compliance
219 North Main Street
Barre, VT 05641
Phone: (802) 249-9291
Fax: (802) 479-5506

If the complainant is dissatisfied with the determination and/or resolution set forth by VTrans, the same complaint may be submitted to FTA for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, Transportation Center, Kendall Square, 55 Broadway, Suite 920, Cambridge, MA 02142-1093

Update the SEVT Title VI Complaint and Lawsuit Log

After conducting the internal investigation, the General Manager must update the status of the complaint in the SEVT Title VI Complaint and Lawsuit Log. This will include an explanation of any actions taken as a result of the complaint and/or internal investigation.