



TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by CAMPO or the JAC transit system may file a Title VI complaint by completing and submitting CAMPO's Title VI Complaint Form. The complaint form may be downloaded from the CAMPO website (www.CarsonAreaMPO.com) or JAC website (www.RideJAC.com), or by contacting the Transit Coordinator at 775-283-7583. Federal law requires complaints to be filed within one hundred eighty (180) calendar days of the last alleged incident. Complaints should be mailed to:

Attn: Transit Coordinator
3505 Butti Way
Carson City, NV 89701
Fax: 775-887-2112

Title VI complaints received by CAMPO shall be documented by the representative receiving the complaint on a form provided for this purpose. Documentation shall include the name of the person filing the complaint, the time, date and place the alleged incident occurred, as well as any other information necessary to fully explain the situation. The complaint shall be dated and assigned a control number for tracking purposes. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by CAMPO.

All Title VI complaints shall be investigated and addressed with a formal written response within 90 days of the date the complaint is received. If more information is needed to resolve the case, CAMPO may contact the complainant. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 days, CAMPO can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so. If required, the LOF with corrective actions taken will be forwarded to the Federal Transit Administration.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Subrecipients of CAMPO shall use the Title VI complaint investigation and tracking procedures developed by CAMPO.