

Title VI Complaint Procedure

TANK has developed procedures for investigating and tracking Title VI complaints filed against the agency. The procedures are made available to the public upon request. If an individual or group expresses to TANK that the Title VI objectives stated above are not being met, and would like to file a complaint, TANK will follow the process detailed below:

- A. Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by TANK may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. TANK investigates written complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.
- B. Once the complaint is received, TANK will review it to determine if our office has jurisdiction. For monitoring purposes, the complaint is entered into the Customer Assistance Software (CAS) and categorized as "Agency/ Title VI". TANK should send the complainant an acknowledgement letter/ email within 5 business days, informing her/him whether the complaint will be investigated by our office.
- C. TANK strives to complete a Title VI complaint investigation within 90 days. If more information is needed to resolve the case, TANK may contact the complainant. The complainant has 21 business days (from the date of the information request) to respond to TANK. If the TANK investigator is not contacted by the complainant or does not receive the additional information within 21 business days, TANK may administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
- D. TANK will make a prompt investigation whenever a compliance review, report, complaint or any other information indicates a possible failure to comply with the aforementioned objectives. The investigation will include, where appropriate, a review of the pertinent practices and policies of the organization, the circumstances under which the possible noncompliance occurred, and other factors relevant to a determination as to whether TANK has failed to comply with Title VI. TANK staff will provide a copy of the investigation to the TANK Board of Directors.
- E. 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. The letter will also include notification of the complainant's appeal rights.
- F. The letter of finding will offer the complainant the opportunity to provide additional information that would lead TANK to reconsider its conclusions. The parties in the complaint must provide this additional information within 60 days of the date the LOF was transmitted. After reviewing this information, TANK will respond either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force. TANK will transmit these letters within 60 days of receiving the appeal.

G. 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.