

Procedures for Handling and Reporting Investigations/Complaints and Lawsuits

Instructions for filing Title VI complaints are posted on the agency's website and provided below. Should any Title VI investigations be initiated by FTA or DTC, or should any Title VI lawsuits be filed against **St. Anthony Senior Center**, the agency will follow these procedures:

Procedures

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination based on race, color, or national origin may file a written complaint with the Title VI Manager.

The complaint is to be filed in the following manner:

- a. A formal complaint must be filed within 180 calendar days of the alleged occurrence.

- b. The complaint should include:

- Complainant's name, address, and contact information (i.e., telephone number, email address, etc.)
- Date(s) of the alleged act of discrimination (if multiple days, include the date when the complainant(s) became aware of the alleged discrimination and the date on which the alleged discrimination was discontinued or the latest instance).
- Description of the alleged act of discrimination.
- Location(s) of the alleged act of discrimination (include vehicle number if appropriate).
- Explanation of why the complainant believes the act to have been discriminatory because of race, color, or national origin.
- If known, the names and/or job titles of those individuals perceived as parties in the incident.
- Contact information for any witnesses.
- Indication of any related complaint activity (i.e., was the complaint also submitted to DTC or FTA?).

- c. The complaint shall be submitted to the Title VI Manager at **1703 West 10th Street, Wilmington, DE 19805** and/or **seniors@stanthonycenter.org**

- d. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Title VI Manager.

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2. Upon receipt of the complaint, the Title VI Manager will immediately:

- a. Notify DTC (no later than 3 business days from receipt).

- b. Notify **St Anthony Senior Center's** Authorizing Official.
 - c. Ensure that the complaint is entered in the complaint database.
3. Within 3 business days of receipt of the complaint, the Title VI Manager will contact the complainant by telephone to set up an interview.
 4. The complainant will be informed that they have a right to have a witness or representative present during the interview and can submit any documentation he/she perceives as relevant to proving his/her complaint.
 5. If DTC has assigned staff to assist with the investigation, the Title VI Manager will offer an opportunity to participate in the interview.
 6. The alleged discriminatory service or program official will be given the opportunity to respond to all aspects of the complainant's allegations.
 7. The Title VI Manager will determine, based on relevancy or duplication of evidence, which witnesses will be contacted and questioned.
 8. The investigation may also include:
 - a. Investigating contractor operating records, policies or procedures.
 - b. Reviewing routes, schedules, and fare policies.
 - c. Reviewing operating policies and procedures.
 - d. Reviewing scheduling and dispatch records.
 - e. Observing behavior of the individual whose actions were cited in the complaint.
 9. All steps taken and findings in the investigation will be documented in writing and included in the complaint file.
 10. The Title VI Manager will contact the complainant at the conclusion of the investigation (but prior to writing the final report) and give the complainant an opportunity to give a rebuttal statement at the end of the investigation process.
 11. At the conclusion of the investigation and **within 60 days** of the interview with the complainant, the Title VI Manager will prepare a report that includes a narrative description of the incident, identification of persons interviewed, findings, and recommendations for disposition. This report will be provided to the Authorizing Official, the DTC, and if appropriate our legal counsel.
 12. The Title VI Manager will send a letter to the complainant notifying them of the outcome of the investigation. If the complaint was substantiated, the letter will indicate the course of action that will be followed to correct the situation. If the complaint is determined to be unfounded, the letter will explain

the reasoning, and refer the complainant to DTC in the event the complainant wishes to appeal the determination. This letter will be copied to DTC.

13. A complaint may be dismissed for the following reasons:

- a. The complainant requests the withdrawal of the complaint.
- b. An interview cannot be scheduled with the complainant after reasonable attempts.
- c. The complainant fails to respond to repeated requests for additional information needed to process the complaint.

Transportation-Related Title VI Investigations, Complaints, and Lawsuits

Background

St. Anthony Senior Center shall prepare and maintain a list/log of any of the following that allege discrimination because of race, color, or national origin:

- Active investigations conducted by FTA and entities other than FTA.
- Lawsuits.
- Complaints naming the recipient.

This list/log shall include the date that the transportation-related Title VI investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to the investigation, lawsuit, or complaint. This list/log shall be included in the Title VI Program submitted to DTC every three years and information shall be provided to DTC quarterly and annually.