

# S.T.A.G.E. Title VI Complaint Form

Complainant's Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Secondary Phone (optional): \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Name of person discriminated against (if different) \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
What is your relationship with this individual: \_\_\_\_\_  
Please explain why you have filed for a third party: \_\_\_\_\_

Please confirm that you have obtained permission of the aggrieved party to file on their behalf. Yes No

Which of the following best describes the discrimination that was experienced (check all that apply):

Race Color National Origin Sex Age

Date of alleged discrimination: (mm/dd/yyyy): \_\_\_\_\_

Please explain the alleged discrimination incident as clearly as possible. *Include the name and contact information of the person(s) who discriminated against you (if known), as well as names and contact information of any witnesses. If more space is needed please use the back of this form.*

Have you previously filed a Title VI complaint with S.T.A.G.E.? Yes No

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Yes\* No

\*If yes, provide information about a contact person at the agency/court where the complaint was filed:

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Agency: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below to complete the form.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

## **Title VI Complaint Procedures**

Any person, who believes she or he has been discriminated against, on the basis of race, color or national origin may file a complaint with STAGE by completing and submitting STAGE's Title VI Complaint Form.

Complaints will be made in writing and will include all information relevant to a determination of discrimination. If a complaint form is received and is not complete, STAGE will be unable to process the complaint. A complaint will be filed within one hundred eighty (180) days after the alleged discrimination. If a complainant is unable or incapable of providing a written statement, a STAGE designee will, if necessary, assist the person in converting verbal complaints to writing and will interview the complainant. The complainant or his/her representative will sign all complaints.

Within five (5) business days of receiving a complaint, a letter will be sent to the complainant acknowledging receipt of the completed form or requesting the complaint be completed and returned within ten (10) business days. If the requested information is not received within ten (10) business days, the case will be closed.

Within thirty (30) business days of receiving the complaint, STAGE administration will review the complaint, which will include, but not be limited to, interviewing all appropriate personnel, the complainant, witnesses and review STAGE's policies and service standards. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule. If it is found that discrimination did not occur, the complainant will be notified in writing and the procedure will be terminated. At that time the complainant will be advised of their right to challenge the decision of STAGE by submitting a written request for a hearing within five (5) days of the receipt of the determination.

If after review of the complaint, it is found that discrimination may have occurred, a formal hearing will be held. The complainant will be notified of this determination within reasonable time of the submission of the complaint. The hearing will occur on an available and mutually agreed upon date among both parties and will be attended by the STAGE Administrator, the complainant and appropriate personnel. Following the hearing, STAGE will make a final determination. The complainant will be notified of this determination within ten (10) business days of the hearing. If justified, appropriate remedial action will be taken. The decision will be considered final.

If the Administrator finds that discrimination did not occur, the complainant will be notified of that disposition and will advise the complainant of their right to submit their complaint to the Federal Transit Administration, Office of Civil Rights, Office of Civil Rights, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590, for further investigation.

The STAGE Title VI Complaint form may be printed from the STAGE website or be requested in person from the STAGE office or by phone.