

## **Title VI Complaint Procedures**

Everyone is granted equal access to CAT's transit services. Any person who believes that they have been excluded from participation in, been denied the benefits of, or otherwise subjected to unlawful discrimination under any CAT program or activity, and believes the discrimination is based upon race, color or national origin, may file a complaint with CAT.

Title VI information and complaint procedures are posted on buses, the website, the Downtown Transit Station, CAT's Administration office, Operations, and Maintenance departments.

A complaint must be filed within *180 calendar days* of the alleged discriminatory act. To submit a complaint by mail or in person, customers may fill out the Title VI complaint form from CAT's website and mail/email/deliver to:

CAT Title VI Coordinator  
1545 Avon St., Ext.  
Charlottesville, VA 22902  
Email: [herringb@charlottesville.gov](mailto:herringb@charlottesville.gov)

The public may also leave a complaint on the Customer Complaint Line. The complaint is recorded verbally 24 hours a day, 7-days a week at (434) 970-3649, option 2.

CAT will provide appropriate assistance to complainants, including to persons with disabilities or who are limited in their ability to communicate in English, on filing a complaint. CAT's Discrimination Complaint form is available in English and Spanish (**Attachments C & D**).

For customers who are hard of hearing, or have difficulty speaking to communicate, CAT utilizes the Virginia Relay to facilitate calls. The Virginia Relay enables people who are Deaf, Hard of Hearing, DeafBlind, or have difficulty speaking to communicate by TTY (text telephone) or another assistive telephone device with anyone who uses a standard phone. The Virginia Relay is available by dialing 711.

CAT has *30 calendar days* to investigate a Title VI complaint. A letter/email acknowledging receipt of a complaint will be mailed to the complainant within 10 calendar days (**Attachment E**). If more information is needed to investigate or resolve the case, CAT may contact the complainant. The complainant has 15 calendar days from the date of the letter to send the requested information. A complainant's failure to provide the facts and requested information may result in the administrative closure of the complaint. A case can be administratively closed if a complainant no longer wishes to pursue the complaint.

Upon completion of an investigation, the Title VI Coordinator will send one of two written response letters to the complainant regarding whether the complaint was or was not a Title VI

violation (**Attachments F & G**). In any letter notifying a complainant of the investigation results, the complainant is also advised of their right to 1) appeal the determination within 15 calendar days of receipt of the written decision, and 2) information on how to file a complaint externally with the FTA.