

Title VI Complaint Procedure

This section outlines the Title VI complaint procedures related to providing programs, services and benefits. However, it does not deny the complainant the right to file formal complaints with the City of Pine Bluff, Equal Employment Opportunity Commission or the Federal Transit Administration, or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal financial assistance.

General

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin as noted below may file a written complaint with the City of Pine Bluff, Transit Department, 2300 East Harding, Pine Bluff, Arkansas 71601. Complainants have the rights to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Transit Director may be utilized for resolutions.

Procedure

1. The complaint must meet the following requirements:
 - a. The allegation must involve a covered basis such as race, color or national origin.
 - b. The allegation must involve a PBT service of federal-aid recipient, sub-recipient or contractor.
 - c. Complaint shall be in writing and signed by the complainant(s). In cases where complainant is incapable of providing a written statement, a verbal complaint may be made. The Transit Director will interview the complainant and assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the complainant or his/her representative.
 - d. Include the date of the alleged act of discrimination, date when the complainants became aware of the alleged act of discrimination, or the date on which that conduct was discontinued or the latest instance of conduct.

- e. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - f. Federal law requires complaints to be filed within 180 calendar days of the alleged incident.
2. Upon receipt of the complaint, the Transit Director will forward the complaint to the Arkansas Department of Transportation (ArDOT) who will then forward it to the Federal Highway Administration (FHWA) Arkansas Division office (Division).
3. All Title VI complaints received by the Division Office will be forwarded to the Office of Civil Rights (HCR) for processing and potential investigation.
4. If HCR determines a Title VI complaint against a sub-recipient can be investigated by ArDOT, HCR may delegate the task of investigating the complaint to ArDOT. ArDOT will conduct the investigation and forward the Report of Investigation to HCR for review and final disposition.
5. The disposition of all Title VI complaints will be undertaken by HCR, through either (1) informal resolution or (2) issuance of a Letter of Finding of compliance or noncompliance with Title VI. A copy of the Letter of Finding will be sent to the Division Office.
 - a. If complainant is dissatisfied with the determination and/or resolution set forth by PBT, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590

A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

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