



## Title VI Complaint Procedure

Any person who believes that he or she has been excluded from participation in or denied the benefits of VRT's programs, activities or services due to discrimination, may file a complaint with VRT within 180 days from the date of the alleged discrimination. VRT encourages use of its complaint form which is available on the VRT Website at <http://www.valleyregionaltransit.org> or by calling 208-345-7433.

There are several ways to file a complaint:

- **By mail** addressed to Title VI Coordinator, 700 N. East 2<sup>nd</sup> Street, Ste. 100, Meridian, ID 83642
- **By fax** addressed to Title VI Coordinator, 208-846-8564
- **By e-mail** to [TitleVICoordinator@valleyregionaltransit.org](mailto:TitleVICoordinator@valleyregionaltransit.org)

Once a complaint is filed, the VRT Title VI Coordinator will record the complaint in a database and an investigator will be assigned. There are no strict guidelines for investigating a complaint.

The investigator may interview any individual's names as witnesses and any other individuals who may have information. The investigator may review relevant documentation. Failure of the complainant to respond to requests for information from the investigator may result in closure of the complaint.

Although VRT strives to promptly resolve complaints, this process will differ depending on the complexity of the complaint, the individuals involved, and other factors. The complainant will receive a final written response to the complaint, which shall be reviewed and approved by the VRT Management Committee.

## Title VI Complaint to the U.S. Department of Transportation

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to the discrimination on the grounds, of race, color or national origin may submit a complaint to  
the U.S. Department of Transportation:

**Federal Transit Administration's Office of Civil Rights**  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR  
1200 New Jersey Ave, SE  
Washington, DC 20590

Further information, including the complaint form, is available at [www.fta.dot.gov](http://www.fta.dot.gov)