



Butler Transit Authority

**Title VI Complaint Procedures
and Form**

2024-2027

Adopted April 23, 2024

**130 Hollywood Drive
Suite 101
Butler, PA 16001**

TITLE VI COMPLAINT PROCEDURES

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990 for alleged discrimination in any program or activity administered by Butler Transit Authority (BTA).

These procedures do not deny the right of the complainant to file complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited by Title VI and related statutes by BTA may file a complaint.

The following measures will be taken to resolve Title VI complaints:

1.) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

BTA strongly encourages the use of BTA's Title VI Complaint Form when filing official complaints.

Written complaints should be sent to:

Butler Transit Authority
130 Hollywood Dr – Suite 101
Butler, PA 16001

2.) When a complaint is received, BTA will record the complaint in the Title VI complaint data base and provide written acknowledgment to the Complainant, within ten (10) days by registered mail.

3.) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

4.) Within 15 business days from receipt of a complete complaint, BTA will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision, the Compliance Officer or his/her authorized designee will notify the Complainant by registered mail, informing him/her of the disposition of the complaint.

a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.

b. If the complaint is to be investigated, the notification shall state the grounds of BTA's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

5.) When BTA does not have sufficient jurisdiction, the Compliance Officer or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.

6.) If the complaint has investigative merit, the Compliance Officer or his/her authorized designee will fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be prepared within 60 days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the appropriate authorities will be notified, and an extension will be requested.

7.) The Executive Director or his/her authorized designee will issue letters of finding to the Complainant within 90 days from receipt of the complaint.

8.) If the Complainant is dissatisfied with BTA's resolution of the complaint, the complainant has the right to file an internal appeal of the resolution. The internal appeal may be initiated by written correspondence from the complainant requesting the same. Upon receipt of such appeal, the Executive Director or his/her designee, so long as the same is different from the Compliance Officer, will investigate the complaint and a decision will be made within 15 days of the appeal. The Executive Director's investigation and findings will conclude BTA's internal complaint process. If the complainant remains dissatisfied with BTA's resolution of the appeal, the complainant has the right to file a complaint with the Federal Transit Administration:

the Federal Transit Administration:

File a complaint by completing the [FTA complaint form \(PDF\)](#). The complaint form must be signed and mailed to:

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

With your form, please attach on separate sheet(s):

- A summary of your allegations and any supporting documentation.
- Sufficient details for an investigator to understand why you believe a public transit provider has violated your rights, with specifics such as dates and times of incidents.
- Any related correspondence from the transit provider.

**Butler Transit Authority
Title VI - Civil Rights - Complaint Form**

This form may be used to file any discrimination complaint, but be aware that the only classes protected under Title VI are Race, Color, and National Origin.

Instructions: To submit a Title VI complaint to Butler Transit Authority, please complete the form below and submit to Butler Transit Authority, 130 Hollywood Drive – Suite 101, Butler, PA 16001. For questions or a full copy of BTA’s Title VI policy and complaint procedure call 724-283-0445.

1. Name (Complainant)
2. Home Address (number and street, city, state, zip code):
3. Telephone Number(s) (with area code): Home: _____ Work: _____
4. Date of Incident:
5. If applicable, name of person(s) who allegedly discriminated against you, as well as their location and position (if known):
6. Discrimination because of: <input type="checkbox"/> Race (Title VI) <input type="checkbox"/> Color (Title VI) <input type="checkbox"/> National Origin (Title VI)
7. Explain as briefly and clearly as possible what happened and how you believe you were discriminated against. Indicate who was involved. Be sure to include how you feel other persons were treated differently than you. Also, attach any written material pertaining to your complaint.
8. Why do you believe these events occurred?

9. What other information do you think is relevant to the investigation?

10. How can this/these issue(s) be resolved to your satisfaction?

11. Please list below any person(s) we may contact for additional information to support or clarify your complaint (e.g. witnesses):

<u>Name</u>	<u>Address</u>	<u>Phone Number</u>
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12. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court: _____ State Agency: _____

State Court: _____ Local Agency: _____

If filed with an agency and/or court, please provide the following information regarding the contact person at the agency/court where the complaint was filed:

<u>Name</u>	<u>Title</u>	<u>Agency/Court</u>	<u>Address</u>	<u>Phone Number</u>
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Title VI complaints may also be filed directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Complaint Team; East Building, 5th Floor - TCR; 1200 New Jersey Ave. S.E.; Washington, DC 20590.

Signature (Complainant):

Date Signed: