

Title VI Complaint Procedures

If a person who believes that he or she has been excluded from participation in, been the benefits of, or otherwise subjected to unlawful discrimination under any Tanner Community Development Corporation (TCDC) program or activity, and believes the discrimination is based upon race, color or national origin may file a formal complaint with TCDC Executive Director.

Passengers using federally funded public transportation are entitled to equal access, seating and treatment. Under Title VI of the Civil Rights Act of 1964 (as amended) and related statutes, TCDC must ensure that no person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any federally funded program, activity of service it administers.

Complaints for alleged non-compliance with Title VI and related statutes may be lodged with TCDC Executive Director. "Any such complaint" must be filed within 180 days of the alleged discriminatory act (or latest occurrence).

To submit a complaint, the form will be available in the van or access online.

To submit a claim by email, mail or in person, please fill out the printable complaint form and mail/take to:

Tanner Community Development Corporation
Attn: Executive Director
700 E. Jefferson Street, Suite 200
Phoenix, Arizona 85034
Email: tcdc@tcdccorp.org
Phone: (602)253-6904

Individuals may also file complaints directly with the Federal Transit Administration (FTA) within the 180-day timeframe.

Federal Transit Administration (FTA)
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, D.C. 20590

Complaints received by TCDC's Executive Director will be assigned to the proper staff member for investigation in accordance with federal standards (28 CFR Part 35 and FTA Circular 4702.1B). After the complaint is processed, the Executive Director will respond to the complaint, and if warranted, take appropriate action. The City of Phoenix, as the designated recipient of federal funds for the region, is responsible for monitoring this process.

Any person who believes they have been discriminated against on the basis of color, race or national origin to complete and submit a compliant form within 180 days to the Executive Director. Complaints will be filed, logged and investigated according to federal standards.

Tanner Community Development Corporation's complaint form (English & Spanish) is located on our website at www.tcdccorp.org

To request information about Tanner Community Development Corporation's Title VI Policy or request more information in an alternative format, please send an email: tcdc@tcdccorp.org or call 602-253-6904.

Tanner Community Development Corporation (TCDC) has 30 days to investigate each complaint. If more information is needed to resolve the case, TCDC may contact the complainant. Following the investigation, the complainant may possibly receive two letters: a closure letter or a letter of finding. A closure letter stated that there was not a Title VI violation; closing the case.

A letter of findings states that there was a Title VI violation and explains what corrective action will be taken to correct the situation. A complainant can appeal the decision within 60 days of receiving the letter. Appeals must be submitted to Tanner Community Development Corporation's Chairman of the Board.

Procedures for Tracking and Investigating Title VI Complaints

Tracking Complaints:

Complaint comes to TCDC's office and is directed to the Executive Director and is logged into the TCDC Title VI complaint log. The Executive Director is responsible for ensuring that information is complete and that all appropriate parties are notified within 24 hours. The Executive Director and the CEO will audit complaints to ensure appropriate notifications and closure.

Investigating Complaints:

- Summary of the complaint to be completed by the Executive Director
- A statement of the concerns will be developed to include: Who, What, When, Where and How

The issues will be outlined for investigation.

Respondent's reply to concerns/issues: (Respondent is any source of information that can contribute to the investigation)

- Obtain information from each respondents (tape) review documents

- Document information collected in customer contact
- Complete documentation to include:
 - Determine steps/action to be taken
 - Follow up with customer
 - Operator (interview/history)
 - GPS tracking
 - Maintenance (Staff/records)
 - Incident reports (any eye witness, Police, etc.)
 - Route history
- Findings of Facts: Investigate every issue (stated in the statement of concerns/issues noted) Separate fact from opinions.
- Citations of pertinent regulations and rules. Develop list of all regulations, rules, policies & procedures that may apply to the investigation.
 - Title VI requirements
 - Company rules & procedures
 - TCDC policies and service standards
- Conclusion of law
 - Compare each fact from “findings of fact” to the list of regulations, rules etc.
 - Make a decision on whether violations(s) occurred
 - List of violations become “conclusions of law”
- Description of remedy for each violation
 - Specific corrective actions for each violation found
 - Include plans for follow up checks
 - Do not conclude report with “no action taken”
 - If no violations found, conclude the report in a positive manner
 - Review policies and procedures
 - Review Title VI provisions

Response to Customer:

Detail summary of conversation with customer, Send copy of letter to customer.

Action taken

- Include specific corrective action for each violation found
- If no violation found, note policies, procedures & review with operator
 - Do not state “no action taken”

Title VI Complaint Form

| | | |
|---|--------------------------------------|-------------------------------------|
| Section I: | | |
| Name: | | |
| Address: | | |
| Telephone (Home): | Telephone (Work): | |
| Electronic Mail Address: | | |
| Accessible Format Requirements? | <input type="checkbox"/> Large Print | <input type="checkbox"/> Audio Tape |
| | <input type="checkbox"/> TDD | <input type="checkbox"/> Other |
| Section II: | | |
| Are you filing this complaint on your own behalf? | <input type="checkbox"/> Yes* | <input type="checkbox"/> No |
| <i>*If you answered "yes" to this question, go to Section III.</i> | | |
| If not, please supply the name and relationship of the person for whom you are complaining. | | |
| Please explain why you have filed for a third party: | | |
| Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Section III: | | |
| I believe the discrimination I experienced was based on (check all that apply): | | |
| <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin | | |
| Date of Alleged Discrimination (Month, Day, Year): _____ | | |
| Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. 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. | | |
| _____ | | |
| _____ | | |
| _____ | | |
| Section VI: | | |
| Have you previously filed a Title VI complaint with this agency? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

If yes, please provide any reference information regarding your previous complaint.

Section V:

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: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:

Title:

Agency:

Address:

Telephone:

Section VI:

Name of agency complaint is against:

Name of person complaint is against:

Title:

Location:

Telephone Number (if available):

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

Signature

Date

Please submit this form in person at the address below, or mail this form to:

Tanner Community Development Corporation, Executive Director

700 E. Jefferson Street, Suite 200

Phoenix, AZ 85034

602.253.6904

tcdc@tcdccorp.org

A copy of this form can be found online at www.tcdccorp.org