




REQUIREMENT TO DEVELOP TITLE VI COMPLAINT PROCEDURES AND COMPLAINT FORM

The Autonomous Municipal Government of Carolina in its desire to comply with the specifications described in 49 CFR Section 21.9(b), has developed procedures for the investigation, evaluation and monitoring of complaints filed under Title VI.

A. How do I file a Title VI Complaint?

Any persons, who believe she or he has been discriminated against on the basis of race, color or national origin by any provider of the services of the *Sistema Intermodal de Transportación Carolinense (SITRAC)*, may file a Title VI complaint by completing and submitting to the Office of Equal Employment Opportunity of the Department of Internal Affairs of the Municipality of Carolina, Title VI Complaint Form. The Office of Equal Employment Opportunity investigates complaints received no more than 180 days after the alleged incident. The Municipality will process complaints that are complete.

The complaints procedure consists of the followings steps:

1. Request form for Title VI complaints in the Office of Equal Employment Opportunity of the Municipality, located on the 3th Floor of the City Hall.
2. The complaint should include the following information:
 -  Your name, address and contact(s) form (*phone number, email address, etc.*)
 -  How, When, Where and Why you believe you have been discriminated
 -  Include the location, route, names and contact information of any witnesses.
3. The complaint form must be submitted in Office of Equal Employment Opportunity of the Municipality of Carolina or mailed to the following address:

**Municipality of Carolina
Office of Equal Employment Opportunity
PO Box 8
Carolina, PR 00986-0008
Tel. 787.757.2626 exts. 8243/8972**

4. Support for complaints: If the complainant requires some assistance for filling out the complaint form, the Office of Equal Employment Opportunity will provide trained personal to complete the form.

B. Method for Processing Complaints

All complaints of alleged discrimination based on race, color or national origin, occurred in the transportation services offered by the SITRAC, will be recorded in the database program of the Office of Equal Employment Opportunity and immediately given a number of complaints.

Once the complaint is received, the Office of Equal Employment Opportunity will review it to determine if our office has jurisdiction. The complainant will received an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Municipality of Carolina has 90 days to investigate the complaint. Title VI Officer will assess the complaint and provide the appropriate guidance to the person(s) that submit the complaint. In cases where additional information is requested for the assessment or investigation, the Title VI Officer will report in person or in writing (depending on the case), to the complainant the information needed. The complainant has 15 business days from the date of the letter to send request information to the Title VI Officer. If the Title VI Officer is not contacted by the complainant or does not received the additional information within 15 business days, the Office of Equal Employment Opportunity can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the Title IV Officer reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, she/he has 45 days after the date of the letter or the letter of finding to do so.

A person may also file a complaint directly with the **Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.**

The Municipality of Carolina stated that any person that filed a complaint could not be intimidated, threatened, coerced, or will not encourage in any way such discriminatory behaviors.