

**Instructions for Filing Title VI Complaints:**

1. Any person who believes that he or she, individually, as a member of any specific class, or in connection with any disadvantaged business enterprise, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with CCCT. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to LANTA's Executive Director and EEO Officer for review and action.

2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after:

- a) The date of alleged act of discrimination; or
- b) Where there has been a continuing course of conduct, the date on which that conduct was discontinued.

In either case, the Executive Director or his/her designee may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for so doing.

3. Complaints shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to an officer or employee of CCCT, the Executive Director shall be notified in writing of the circumstances surrounding the allegation no later than the next business day and the complainant shall be interviewed by the Executive Director. If necessary, the Executive Director will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to CCCT's investigative procedures.

4. Within 10 days, the Executive Director will acknowledge receipt of the allegation, inform the complainant of action taken or proposed action to process the allegation, and advise the complainant of other avenues of redress available, such as the FTA. The Executive Director may determine that more information is needed to resolve the complaint and may request the required information along with the acknowledgement. The complainant has 10 business days from the date of the letter to send requested information to the Executive Director. If the complainant does not contact the Executive Director or provide the requested information within 10 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

5. CCCT will advise the FTA and/or PennDOT within 10 days of receipt of the allegations. Generally, the following information will be included in every notification to the FTA:

- a) Name, address, and phone number of the complainant.
- b) Name(s) and address(es) of alleged discriminating official(s).
- c) Basis of complaint (i.e., race, color, national origin or sex)
- d) Date of alleged discriminatory act(s).
- e) Date of complaint received by CCCT.
- f) A statement of the complaint.
- g) Other agencies (state, local or Federal) where the complaint has been filed.
- h) An explanation of the actions CCCT has taken or proposed to resolve the issue raised in the complaint.

6. Within 60 days, the Executive Director will conduct an investigation of the allegation and based on the information obtained, will render a recommendation for action. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.

7. Within 90 days of receipt of the complaint, the Executive Director will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights if they are dissatisfied with the final decision rendered by CCCT. The Executive Director will also provide the FTA with a copy of this decision and summary of findings upon completion of the investigation.

8. CCCT maintains a list of active investigations, lawsuits, and/or complaints naming CCCT that allege discrimination on the basis of race, color, or national origin. This list includes the date of the investigation, or the date the lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken by CCCT in response to the investigation, lawsuit, or complaint.

9. Contact for the Title VI administrative jurisdictions is as follows:

***Federal Transit Administration  
Office of Civil Rights, Region III  
1760 Market St, Room 500  
Philadelphia, PA 19103  
(215)-656-7121***