

Title VI Complaint Procedures

As a recipient of federal dollars, MSSG is required to comply with Title VI of the Civil Rights Act of 1964 and ensure that services and benefits are provided on a non-discriminatory basis. MSSG has in place a Title VI Complaint Procedure, which outlines a process for local disposition of Title VI complaints and is consistent with guidelines found in the Federal Transit Administration Circular 4702.1B, dated October 1, 2012.

The following procedures will be followed to investigate formal Title VI complaints:

- Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by MSSG may file a Title VI complaint by completing and submitting MSSG's Title VI Complaint Form. MSSG investigates complaints received no more than 180 days after the alleged incident. MSSG will only process complaints that are complete.
- Within 10 business days of receiving the complaint, MSSG will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office. The investigation will be conducted and completed within 30 days of the receipt of the formal complaint. The complainant will be notified in writing of the cause to any planned extension to the 30-day rule.
- If more information is needed to resolve the case, MSSG may contact the complainant. The Complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, MSSG can administratively close the case.
- A case can be administratively closed also if the complainant no longer wishes to pursue their case. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF 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 10 business days after the date of the letter or the LOF 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.