

COMPLAINT PROCEDURE

Title VI Complaint Procedure **Webb County Community Action Agency El Aguila Rural Transportation**

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Webb County Community Action Agency, El Aguila Rural Transportation (hereinafter referred to as "El Aguila") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. El Aguila investigates complaints received no more than 180 days after the alleged incident. El Aguila will process complaints that are completed and signed.

Once the complaint is received, El Aguila will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

El Aguila has 30 days to investigate the complaint. If more information is needed to resolve the case, El Aguila may contact the complainant. The complainant has 30 days from the date of the letter sent to send requested information to the investigator/or designated assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 days, El Aguila can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue the case.

After the investigator/or designated reviews the complaint, he/she 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 to the staff member or other action will occur. If the complainant wishes to appeal the decision, he/she has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint with the Federal Transit Administrative, at the FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. You can also pick up the complaint form and complaint procedures at 4801 Daugherty Ave. Laredo, Texas 78041, 1110 Washington St. Suite 101 Laredo Texas 78040 or print from the website <http://www.webbcountytx.gov/CommunityActionAgency/ElAguila/default.aspx>

Webb County Community Action Agency El Aguila will forward all complaints received to TxDOT's Public Transit Coordinator (PTC) within 10 business days.

If information is need in another language, contact 956-722-6100.
Si se necesita información en otro idioma, comuníquese al 956-722-6100