



Title VI Public Complaint Process

If you believe that you have been excluded from participation in, been denied the benefits of, or been subjected to discrimination under any Augusta, Georgia service, program or activity receiving federal financial assistance, including, but not limited to, service, projects or activities provided by or administered by the Augusta Planning and Development Department, the Augusta Public Transit Department, the Augusta Engineering Department, you may file an official Title VI Complaint with the Office of The Administrator of Augusta, Georgia and/or the designated representative, (hereafter "Title VI Coordinator"). The following steps describe the procedures to file a complaint and how Augusta, Georgia will respond.

1. The complaint must be submitted to the Title VI Coordinator no later than thirty (30) working days after the date of the alleged discrimination.
2. A Title VI Complaint Form can be obtained by calling (706) 821-1721, (706) 821-1796 or by downloading the form from these websites at www.augustaga.gov; <http://www.augustaga.gov/290/Planning-and-Development>; and www.augustaga.gov/arts
3. Please provide the following information on the complaint form or you may submit a signed written statement that contains all of the following written information:
 - Your name, address and how to contact you (phone number, email address, etc.);
 - The basis of the alleged discrimination complaint (race, color, or national origin);
 - How, why, when and where you believe you were excluded from participation in, were denied the benefits of, or were subjected to discrimination. If the alleged
 - incident occurred on the bus, give date, time of day, and bus number if available;
 - Include the location, names and contact information of any witnesses;
 - Indicate whether you have filed the complaint with Federal Transit Administration; and
 - You must sign your letter of complaint.

If you, as the complainant, are unable to read and/or write a complaint, the Title VI Coordinator will assist you with the complaint. Augusta, Georgia is committed to providing open access to its services to persons with limited ability to speak or understand English; if requested by complainant, the Title VI Coordinator will provide language translation services.

4. The complaint shall be sent to any of the following addresses:

Office of the Administrator
535 Telfair Street, Suite 910, Augusta, GA 30901

Augusta Transit Department
2844 Regency Boulevard, Augusta, GA 30904

Augusta Planning and Development Department
535 Telfair Street, Suite 300, Augusta, GA 30901

5. All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Title VI Coordinator will review every complaint, and when necessary, begin the investigation process. At a minimum the investigating will:
 - Identify and review all relevant documents, practices and procedures;
 - Identify and interview persons with knowledge of the alleged discrimination, that is, the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.
6. Upon completion of the investigation, the Title VI Coordinator will complete a final report for Augusta, Georgia. The investigation process and final report should take no longer than ninety (90) days after receipt of the complaint. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a copy of the final report together with any remedial steps.

If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration, 230 Peachtree Street NW, Suite 800, Atlanta, GA 30303 Attention: Regional Civil Rights Officer, or by calling (404) 865-5628, or web site http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html Complainants may also file their initial Title VI complaint directly to the Federal Transit Administration no later than 180 days after the date of the alleged discrimination.



Briefly describe the incident (use a separate sheet, if necessary):

Did anyone else witness the incident? Yes No

List witnesses (Use a separate sheet, if necessary)

Name _____

Address _____

Telephone Number _____

Name _____

Address _____

Telephone Number _____

Have you filed a complaint about the alleged discrimination with the Federal Transit Administration?

Yes No If yes, when? _____

Signature

Date