

## **St. Bernard Transit Processing of ADA and Title VI Complaints**

St. Bernard Transit processes ADA and Title VI Complaints in the following manner:

- 1) Those wishing to file a complaint are encouraged to fill out the complaint form posted on the St. Bernard Transit webpage. The individual making the allegation may also designate a representative to complete and file the complaint as well. The form can be downloaded off the website and submitted via email, fax, USPS, or personally picked up by St. Bernard Transit staff. In the event the individual making the complaint refuses to complete the complaint form, the transit manager will interview the individual making the complaint and with the verbal consent of the individual making the complaint, complete the form on his/her behalf.
- 2) In the event a written complaint is received, it will be logged on to the transit complaint spreadsheet and retained in the complaint file for a period of five (5) years from the date the complaint was received by the transit department.
- 3) The complaint will be reviewed by the Transit Manager, Parish Attorney and Parish Government administration and promptly investigated.
- 4) St. Bernard Transit will respond to the complaint within ten (10) business days of receipt, including in the reply the parish's position regarding the complaint, affirming the validity of the complaint, challenging the validity of the complaint, or if additional time is required to further investigate the complaint.
- 5) In the event the transit department, legal counsel, and parish administration believe the complaint is valid, St. Bernard Transit will state its plan of action to resolve the situation. If it involves personnel who have engaged in any action that violated the civil rights of the passenger, that the complaint will be forwarded to the parish government personnel department for appropriate disciplinary action.
- 6) In the event the transit department, legal counsel, and parish administration challenges the validity of the complaint, St. Bernard Transit will state in writing its position on the matter, cite evidence supporting the parish's findings, and if applicable whatever action that may be taken by St. Bernard Transit related to the complaint.
- 7) In the event the transit department requires additional time to further investigate the complaint, St. Bernard Transit will contact the individual making the complaint and communicating the projected timeframe for the investigation's conclusion.

You may also file a Civil rights complaint with the FTA. The address to file a complaint is: Director, FTA Office of Civil Rights East Building, 5<sup>th</sup> Floor – TCR 1200 New Jersey, SE Washington, DC 20590