

The following steps describe the procedures to file a complaint and how Gwinnett County will respond.

1. Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by GCT may file a Title VI complaint by completing and submitting the GCT Title VI Complaint Form. Gwinnett County investigates complaints received no more than 180 days after the alleged incident. Gwinnett County will process complaints that are complete.
2. The GCT Title VI Complaint Form can be obtained by downloading from the GCT website www.gctransit.com or by contacting customer service at (770) 822-5010. If you have trouble using a standard telephone and need TTY/TTD services, dial 7-1-1 to set up Georgia Relay communications; language assistance is available for persons with limited English proficiency.

3. The complaint shall be sent to the following address:

GCT Title VI Coordinator
Mr. Kirk Gagnard
Gwinnett County Department of Transportation
Gwinnett Justice and Administration Center
75 Langley Drive
Lawrenceville, GA 30046-6935
Kirk.gagnard@gwinnettcounty.com

4. Once the complaint is received, the GCT Title VI Coordinator will review it to determine if Gwinnett County has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Gwinnett County.
5. Gwinnett County has 90 days to investigate the complaint. If more information is needed to resolve the case, Gwinnett County may contact the complainant. The complainant has 30 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 30 business days, Gwinnett County can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue her/his case.
6. 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, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the LOF to do so.

A person may also file a Title VI complaint directly with the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, D.C. 20590. Please visit this webpage: http://www.fta.dot.gov/civilrights/12328_5104.html for information on filing and a Federal Transit Administration complaint form.

In order to process your complaint, please complete this form and send to the Gwinnett County address at the end of this form.

Section I:			
Name:			
Address:			
Telephone (Home):		Telephone (Work):	
Electronic Email Address:			
Accessible Format Requirements?	Large Print		Audio
	TTY/TTD		Other
Section I:			
Are you filing this complaint on your own behalf?		Yes*	No
*If you answered "Yes" to this question, go to Section III.			
If not, please supply the name and relationship of the person for whom you are complaining:			
Please explain why you have filed for a third party:			
Please confirm that you have obtained the permission of the discriminated party if you are filing on behalf of a third party.		Yes	No
Section III:			
I believe the discrimination I experienced was based on (check all that apply):			
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin			
Date of Alleged Discrimination (Month, Day, Year):			
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.			
Section IV:			
Have you previously filed a Title VI complaint with this agency?		Yes	No
Section V:			

Have you filed this complaint with any other Federal, State or local agency, or with any Federal or State Court?	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, check all that apply:	
<input type="checkbox"/> Federal Agency:	
<input type="checkbox"/> Federal Court	<input type="checkbox"/> State Agency
<input type="checkbox"/> State Court	<input type="checkbox"/> Local Agency
Please provide information about a contact person at the agency/court where the complaint was filed:	
Name:	
Address:	
Title:	
Agency:	
Address:	
Telephone:	
Section VI:	
Name of agency complaint is against:	
Contact person:	
Title:	
Telephone Number:	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

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