



## **Gwinnett County Transit (GCT) Title VI Complaint Procedures**

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Gwinnett County Transit (GCT) operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been subjected to any unlawful discriminatory practice under Title VI may file a complaint with Gwinnett County, Georgia.

Translation of Title VI Complaint Procedures is provided on the GCT website at [www.gctransit.com](http://www.gctransit.com) for Spanish, Korean, Vietnamese and Chinese. If this information is needed in another language, please call (770) 822-5010 to speak with an interpreter. You have the right to receive language assistance to access GCT services and documents, free of cost.

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](http://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  
Ms. Eileen Schwartz-Washington  
Gwinnett County Department of Transportation  
Gwinnett Justice and Administration Center  
75 Langley Drive  
Lawrenceville, GA 30046-6935

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](http://www.fta.dot.gov/civilrights/12328_5104.html) for information on filing and a Federal Transit Administration complaint form.