



TITLE VI COMPLAINT PROCEDURES

Ride Gwinnett 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 Ride Gwinnett website at RideGwinnett.com in 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 Ride Gwinnett 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 Ride Gwinnett may file a Title VI complaint by completing and submitting the Ride Gwinnett 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 Ride Gwinnett Title VI Complaint Form can be obtained by downloading from the Ride Gwinnett website at RideGwinnett.com or by contacting customer service at 770.822.5010. If you have trouble using a standard telephone and need TTY/TTD services, dial 711 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:
Gwinnett County Department of Transportation
Attn: Ride Gwinnett Title VI Coordinator
One Justice Square
75 Langley Drive
Lawrenceville, GA 30046-6935
Transit@GwinnettCounty.com
4. Once the complaint is received, the Ride Gwinnett 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 the 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 the [Federal Transit Administration website](#) for more information on filing a Federal Transit Administration Complaint Form.



File #: _____

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

Section I		
Name:		
Address:		
Telephone (home):	Telephone (work):	
Email address:		
Accessible format requirements? <input type="checkbox"/> Yes <input type="checkbox"/> No	Large print <input type="checkbox"/> Yes <input type="checkbox"/> No	Audio <input type="checkbox"/> Yes <input type="checkbox"/> No
	TTY/TTD <input type="checkbox"/> Yes <input type="checkbox"/> No	Other
Section II		
Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No <i>If you answered "Yes" to this question, go to Section III.</i>		
If not, please provide the name and relationship of the person for whom you are complaining for:		
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. <input type="checkbox"/> Yes <input type="checkbox"/> 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? Yes No

If yes, check all that apply:

- Federal agency:
- Federal court
- State agency
- State court
- Local agency

Please provide information about a contact person at the agency/court where the complaint was filed:

Name:

Address:
Title:
Agency:
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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