CASCADES EAST TRANSIT

NONDISCRIMINATION COMPLAINT PROCEDURES

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990 as amended, relating to any program or activity administered by CET or its sub-recipients, consultants and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination.
These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Compliance Officer may be utilized for resolution, at any stage of the process. The Title VI Compliance Officer will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Procedures.

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by title VI nondiscrimination provisions may file a written complaint within **180 calendar days** of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:
    a. Complaint shall be in writing and signed by the complainant(s) or provided via telephone to a call center staff member.
    b. Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct.
    c. Present a detailed description of the issues, including names and job titles (if available) of those individuals perceived as parties to the alleged incident.
    d. Complaints must be submitted in writing, or via telephone to be accepted. Complaints may be submitted via the online complaint form, email, fax, or mail. Contact details for submitting complaints are provided at the bottom of the complaint form.
    e. Complaints received by telephone will be notated in writing by the call-taker and will follow the same process as complaints submitted in writing. If requested, a complaint form will be forwarded to the complainant for him/her to complete, sign, and return to CET for processing.

2. Upon receipt of the complaint, the Title VI Compliance Officer will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of CET's sub- recipients of Federal funds, CET will assume jurisdiction and will investigate and adjudicate the case. In cases where a conflict of interest may arise, complaints against CET will be referred to the Federal Transit Administration, Office of Civil Rights, for proper disposition pursuant to their procedures.

3. To be accepted, a complaint must meet **all** the following criteria:

    a. The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
    b. The allegation(s) must involve a covered basis such as race, color, or national origin.
    c. The allegation(s) must involve a program or activity of a Federal-aid recipient, sub- recipient, or contractor.

4. A complaint may be dismissed for the following reasons:

    a. The complaint does not meet criteria for acceptance.
    b. The complainant requests the withdrawal of the complaint.
    c. The complainant fails to respond to requests for additional information needed to process the complaint.
    d. The complainant cannot be located after reasonable attempts.

5. Once CET has accepted the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within seven (7) calendar days. The complaint will receive a case number and will then be logged into CET's records.

6. In cases where CET assumes the investigation of the complaint, CET will provide the respondent with the opportunity to respond to the allegation(s) in writing. The respondent will have ten (10) calendar days from the date of CET written notification of acceptance of the complaint to furnish his/her response to the allegation(s).

7. CET's final investigative report and a copy of the complaint will be forwarded to the Federal Transit Administration, Office of Civil Rights, and affected parties within sixty (60) calendar days of the acceptance of the complaint.

8. CET will notify the parties in writing of its final decision within sixty (60) calendar days.

9. Complainants have the right to contact the Federal Transit Administration, Office of Civil Rights, 915 Second Avenue, Suite 3142, Seattle, WA 98174-1002. If a complainant is not satisfied with the results of the investigation of the alleged discrimination and practices, the complainant can appeal the decision to the Federal Transit Administration, Office of Civil Rights.

See pages 3-4 for Complaint Form

Title VI/ADA Complaint Form

Please provide as much information as possible to assist in processing your complaint.

Complainant's Information:

Name:_____
Address:_____
City/State/Zip:_____
Telephone Number (Home): _____
Telephone Number (Work): _____

Person Discriminated Against (if someone other than complainant):

Name:_____
Address:_____
City/State/Zip:_____
Telephone Number (Home): _____
Telephone Number (Work): _____

Which of the following best describes the reason you believe the discrimination took place? Please circle all that apply:

Race Color National Origin Disability

Other (please specify): _____

On what date(s) did the alleged discrimination take place: _____

Describe the alleged discrimination. Explain what happened and whom you believe was responsible (if additional space is needed, add a sheet of paper):

Title VI Complaint Form (cont.)

List names and contact information of people who may have knowledge of the alleged discrimination:

_____
_____
_____

Have you filed this complaint with any other federal, state, or local agency, or with a federal or state court? Check all that apply.

Federal Agency _____ Federal Court _____
State Agency _____ State Court _____
Local Agency _____

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

Name:_____
Address:_____
City/State/Zip:_____
Telephone Number:_____

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

_____ _____
Complainant Signature Date

Attachments: Yes_____No _____

Submit form and any additional information to Cascades East Transit:

Via mail: Cascades East Transit
Title VI Compliance Officer
343 E Antler Avenue
Redmond, OR 97756
Via Email: cet.comments@coic.org
Via Fax: (541) 548-9548
Via Phone: (541) 385-8680
Via our website: www.cascadeseasttransit.com/contact/

If you need this information in another language, contact (541) 385-8680. ***Si necesita información en otro idioma, favor de llamar al (541) 385-8680.***