

## **TITLE VI and ADA COMPLAINT INSTRUCTIONS AND PROCEDURES**

If information is needed in another language, please call (215) 542-7433

Any person who believes she or he has been discriminated against on the basis of race, color, national origin, or disability by Suburban Transit Network, Inc. (TransNet) or our subcontractors, may file a Title VI or ADA complaint by completing and submitting TransNet's Title VI/ADA Complaint Form. TransNet investigates all completed complaint forms that are filed no later than 180 calendar days following the date of the incident in question.

### **How to file a complaint:**

- a. A complaint can be filed in writing and mailed to the following address:

Risk Management Department  
Suburban Transit Network, Inc.  
980 Harvest Drive, Suite 100  
Blue Bell, PA 19422
1. The preferred method is to file a complaint in writing by completing TransNet's Title VI Complaint Form.
2. If you do not use TransNet's Title VI Complaint Form, your written complaint must be signed and at a minimum contain the following:
  - a. Contact information including name, mailing address, telephone number and e-mail address.
  - b. A description of how, when, where and why you believe you were discriminated against including location, names and contact information of any witnesses; and
  - c. Other information that you deem significant or important.
- b. A complaint can be filed verbally by calling the Risk Management Department at (215) 542-7433.
- c. You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

### **Title VI and ADA Procedure:**

1. When a complaint is received by TransNet, the Risk Management Department will provide written acknowledgement within ten (10) days by registered mail. If a complaint is incomplete, additional information will be requested, and the Complainant will be provided with thirty (30) business days to submit the required information. If the information is not received within 30 business days, the case can be administratively closed by TransNet. The case can also be administratively closed if the complainant no longer wishes to pursue their case.
2. Should a complaint be filed with TransNet and an external entity simultaneously, the external complaint shall supersede TransNet's complaint and TransNet's complaint procedures will be suspended pending the external entity's findings.

3. Within fifteen (15) business days from receipt of a completed complaint, determination will be made if the complaint has sufficient merit to warrant investigation as a Title VI complaint. The Complainant will be notified of the decision by registered mail within five (5) days of the date the decision is made. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
4. Investigation
  - a. The investigation will address complaints against TransNet and be conducted in conjunction with and under the advice of the Executive Director.
  - b. The investigation may include discussion(s) of complaint with all affected parties to determine the problem. The Complainant may be represented by an attorney or another representative of his/her own choosing and may bring witnesses and present testimony and evidence over the course of the investigation.
  - c. The investigation will be conducted and completed within sixty (60) days of the acceptance of the formal complaint.
  - d. Based upon all information received, an investigation report will be written by the Risk Management Department for submittal to the Executive Director.
5. The Complainant will receive a letter stating the final decision of the Executive Director by the end of the 60-day limit.
6. The Complainant shall be notified of his/her right to appeal the decision.