

## **WINCHESTER TRANSIT TITLE VI COMPLAINT PROCESS**

Winchester Transit will promptly investigate all complaints filed under Title VI in accordance with Department of Transportation (DOT) regulations at 49 CFR Section 21.11(b) and 21.11(c).

1. **RIGHT TO FILE A COMPLAINT.** Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI may by himself or by a representative file a written complaint.
2. **INVESTIGATIONS.** Winchester Transit will make a prompt investigation of all Title VI complaints. The investigation will include, reporting the complaint to the City Attorney, Human Resources Director and Assistant City Manager, interviewing all parties and/or witnesses related to the complaint, reviewing any video surveillance data available related to the complaint and reviewing Winchester Transit's practices and policies to determine whether the Winchester Transit has failed to comply with Title VI.
4. **LETTERS OF FINDING AND RESOLUTION.** After the investigation has been completed Winchester Transit will transmit to the complainant one of the following three letters based on its findings:
  - a. A letter of resolution that explains the steps taken or promises to take to remedy the complaint.
  - b. A letter of finding that states the complaint is not found to be in noncompliance with Title VI. This letter will include an explanation of why the complaint is unfounded and provide notification of the complainant's appeal rights.
5. **APPEALS PROCESS.** The letter of finding and resolution will offer the complainant the opportunity to provide additional information regarding the complaint within 30 days of the date of the letter. After reviewing this information, Winchester Transit will respond either by issuing a revised letter of resolution or finding to the appealing party, or by informing the appealing party that the original letter of resolution or finding remains in force within 30 days.