



## **Title VI Complaint Procedure**

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance."

Any person who believes he or she has been discriminated against on the basis of race, color, or national origin by the Village of Palmetto Bay may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. A complaint may be filed no later than 180 days after the date of the alleged discrimination. The Village or its designated Title VI Coordinator will process complaints that are complete.

Once the complaint is received, the Village Manager's office will review it to determine if his office has jurisdiction. The complainant will receive an acknowledgement letter informing him/her whether the complaint will be investigated by the Office of the Village Manager.

The Village has 60 days to investigate the complaint. If more information is needed to resolve the case, the Manager's office may contact the complainant. The complainant will have 10 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 10 business days, a representative of the Manager's office can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the case is investigated he/she 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 of the staff member or other action will occur.

If the complainant wishes to appeal the decision, he/she has 10 business days after the date of the LOF to do so. If information is needed in another language, please contact 305-259-1234.

A person may also file a complaint directly with: Federal Transit Administration within 180 days of the alleged incident. The complaint must be filed with the Office of Civil Rights.

FTA Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590



## Village of Palmetto Bay IBUS Circulator System

### Title VI Complaint Form

Note: The Village of Palmetto Bay is committed to complying with Title VI of the Civil Rights Act of 1964 which states "No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

If you need assistance in completing this form, please contact the Office of the Village Manager.  
PLEASE FILL OUT COMPLETELY.

<b>Section I:</b>	
Name: _____	
Address: _____	
Telephone (Home) _____	(Work) _____
(Cell) _____	
Email Address: _____	
<b>Section II:</b>	
Are you filing this complaint on your own behalf? Yes* _____ No _____	
*- If you answered "Yes" to this question, <b>go to Section III.</b>	
If you answered "No" to this question, please supply the name and relationship of the person for whom you are complaining:	
Name: _____	
Relationship: _____	
Please explain why you have filed for a third party: _____	
Please confirm that you have obtained the permission of the aggrieved party, if you are filing on behalf of a third party.	Yes _____ No _____
<b>Section III:</b>	
I believe the discrimination experienced was based on (check all that apply):	
( ) Race ( ) Color ( ) 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 or attach additional sheet(s)).

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You may attach any written materials or other Information that you think is relevant to your complaint. Signature and date required below.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please submit this form in person at the address below, or mail this form to:

Village of Palmetto Bay  
Office of the Village Manager  
9705 E. Hibiscus Street  
Palmetto Bay, FL 33157

*If information is needed in another language, please contact 305-259-1234*