

Title VI Complaint Procedures

Title VI Complaint Procedures and Complaint Form.

In order to comply with the reporting requirements established in 49CFR Section 21.9(b), **SMCNCCD** shall develop procedures for investigating and tracking Title VI complaints filed against us and will make these procedures for filing a complaint available to members of the public. **SMCNCCD** has also developed a Title VI complaint form. The form and procedure for filing a complaint are available on the **SMCNCCD** website and at their facilities.

Any individual may exercise his or her right to file a complaint with **SMCNCCD** if that person believes that he or she have been subjected to unequal treatment or discrimination in the receipt of benefits or services. We will report the complaint to DTC within three business days (per DTC requirements), and make a concerted effort to resolve complaints locally, using the agency's Nondiscrimination Complaint Procedures. All Title VI complaints and their resolution will be logged and reported annually (in addition to immediately) to DTC.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

SMCNCCD includes the following language on all printed information materials, on the agency's website, in press releases, in public notices, in published documents, and on posters on the interior of each vehicle operated in passenger service:

SMCNCCD is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services based on race, color or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.1B. For additional information on SMCNCCD's nondiscrimination policies and procedures, or to file a complaint, please visit the website at www.saintmatthewsnccd.com or contact St. Matthews Church N.C.C.D., P.O. Box 1158, New Castle, DE 19720, Attn. Pastor Barnett Smith.