

## Title VI Complaint Procedure

The Zapata Co. Transportation Title VI Complaint Procedure is made available in the following locations:  
(check all that apply)

- Public office
- Reception areas
- Meeting rooms
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.
- Other, \_\_\_\_\_

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Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Zapata Co. Transportation may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Complaint forms can be found at: 7<sup>th</sup> and Del. Zapata, Texas.

Zapata Co. Transportation investigates complaints received no more than 180 days after the alleged incident. The Zapata Co. Transportation Department will process complaints that are complete.

Once the complaint is received, the Zapata Co. Transportation will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (15) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Zapata Co. Transportation has 15 days to investigate the complaint. If more information is needed to resolve the case, Zapata Co. Transportation may contact the complainant.

The complainant has 15 business days from the date of the letter to send 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 60 business days, Zapata Co. Transportation can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) 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.
- ✓ A letter of finding (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, she/he has 20 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact 956-765-4590. (*This statement should be stated in English and in any other language(s) spoken by LEP populations that meet the Safe Harbor threshold.*) Si necesita información en otro idioma, pongase en contacto con Rosalinda Gonzalez, 956-765-4590.

## Title VI Complaint Form

Zapata Co. Transportation Title VI Complaint Procedure is made available in the following locations: (check all that apply)

Hard copy in the central office

Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold.

Other, \_\_\_\_\_

### Section I:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone (Home): \_\_\_\_\_ Telephone (Work): \_\_\_\_\_

Email Address: \_\_\_\_\_

Accessible Format Requirements?	Large Print	Audio Tape
	TDD	Other

### Section II:

Are you filing this complaint on your own behalf?  Yes\*  No

\*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining: \_\_\_\_\_

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

### Section III:

I believe the discrimination I 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.

### Section IV

Have you previously filed a Title VI complaint with this agency?  Yes  No

### Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes  No

If yes, check all that apply:

Federal Agency: \_\_\_\_\_

<input type="checkbox"/> Federal Court _____	<input type="checkbox"/> State Agency _____
<input type="checkbox"/> State Court _____	<input type="checkbox"/> Local Agency _____
<p>Please provide information about a contact person at the agency/court where the complaint was filed.</p> <p><b>Name:</b> _____</p> <p><b>Title:</b> _____</p> <p><b>Agency:</b> _____</p> <p><b>Address:</b> _____</p> <p><b>Telephone:</b> _____</p> <p><b>Section VI</b></p> <p><b>Name of agency complaint is against:</b> _____</p> <p><b>Contact person:</b> _____</p> <p><b>Title:</b> _____</p> <p><b>Telephone number:</b> _____</p>	

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:

Zapata County Transportation  
 P.O. Box 489  
 Zapata, Texas 78076  
 7<sup>th</sup> and Del Mar  
 956-765-4590