

# COMPLAINT PROCESS

## TRRC's Complaint and Investigation Procedures:

These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by RFTA.

These procedures do not deny the right of the complainant to file formal complaints with other State or federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and RFTA may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a complaint.

The following measures will be taken to resolve Title VI complaints:

1) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.

The preferred method is to file your complaint in writing using the *TRRC Title VI Complaint Form*, and sending it to:

Three Rivers Regional Commission  
120 North Hill St. or P.O. Box 818  
Griffin, Ga. 30224

2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the FTA Title VI Coordinator.

Title VI Program Coordinator  
East Bld., 5th Floor - TCR  
1200 New Jersey Ave. SE  
Washington, DC. 20590