

TITLE VI PROCEDURE

NTMC has established a process for passengers to file a complaint under Title VI. Any person who believes that he or she has been discriminated against on the basis of race, color, or national origin by NTMC or its contract operators may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form available at NTMC administrative office, NTMC's Downtown Denton Transit Facility or on our website at www.ntmc.net.

NTMC encourages complaints to be filed immediately. NTMC will investigate complaints up to 180 days after the alleged incident. NTMC will process complaints that are complete. Once the complaint is received, NTMC will review it and the complainant will receive an acknowledgement letter within 10 working days informing them whether the complaint will be investigated by NTMC.

Complaints can be filed in writing using the Title VI Complaint form or verbally by calling 972-221-4600. Completed forms are mailed to NTMC's Administrative Office at P.O. Box 96, Lewisville, Texas 75067. A person may also file a complaint directly to FTA's Office of Civil Rights at 1200 New Jersey Avenue SE in Washington, DC 20590.

NTMC has up to 30 days to investigate the complaint. If more information is needed to resolve the case, NTMC may contact the complainant. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case or the case could be administratively dismissed. A case may also be administratively dismissed if the complainant no longer wishes to pursue their case.

NTMC's Title VI Coordinator conducts all investigations in cooperation with the Human Resources Department and the General Counsel. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant and other affected parties may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

Based upon all the information received and discovered during the investigation, an investigation report will be written by the Title VI Coordinator for submittal and final determination by the NTMC President.

Once the final determination is made, the complainant will receive a letter stating the final decision. The letter will either be a letter of finding or a closure letter. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. The closure letter will also include information about the complainant's right to appeal the decision within 10 days. A letter of finding summarizes the allegations and the interviews regarding the alleged incident, explains whether any disciplinary action, additional training of the staff member or other action will occur, and the right to appeal the decision within 10 days.

If the complainant simultaneously files a complaint with NTMC and with an external organization such as the state or federal government, the jurisdiction and investigation of the external agency will supersede NTMC's procedures and NTMC's investigation will be suspended.