**Title VI Complaint Form {English}**

PILC’s Title VI Complaint Procedure is made available in the following locations: (*check all that apply*)

X Agency website: <http://www.pilc.org/Transportation>

X Hard copy in the central office

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

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

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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. | | | | | | | | | | |

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| **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:  [ ] Federal Court [ ] State Agency  [ ] State Court [ ] Local Agency | | |
| Please provide information about a contact person at the agency/court where the complaint was filed. | | |
| **Name:** | | |
| **Title:** | | |
| **Agency:** | | |
| **Address:** | | |
| **Telephone:** | | |
| **Section VI** | | |
| Name of agency complaint is against: | | |
| Contact person: | | |
| Title: | | |
| Telephone number: | | |

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

**Title VI Complaint Procedure**

PILC’s Title VI Complaint Procedure is made available in the following locations: (*check all that apply*)

Agency website: <http://www.pilc.org/Transportation>

Public office

Reception areas

Meeting rooms

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

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

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the PILCmay file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. Complaint forms can be found at <http://www.pilc.org/Transportation> or at the main office at 417 West 10th Avenue, Amarillo, Texas 79101.

PILC investigates complaints received no more than 180 days after the alleged incident. PILC will process complaints that are complete.

Once the complaint is received, PILC 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 (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

PILC has 10 days to investigate the complaint. If more information is needed to resolve the case, PILC may contact the complainant.

The complainant has 10 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 10 business days, PILC 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 10 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 806-374-1400.