



## **RFTA DISCRIMINATION COMPLAINT PROCEDURE**

Federal law prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in any RFTA program or activity. This prohibition applies to all employees, departments and divisions of RFTA, contractors, consultants, and anyone else who acts on RFTA's behalf.

Anyone who believes they have been excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any RFTA program or activity because of their race, color, national origin, sex, age, or disability may file a complaint.

Discrimination includes lack of access, harassment, retaliation and disparate impacts from a program or activity. Harassment includes a wide range of abusive and humiliating verbal or physical behaviors. Retaliation includes intimidating, threatening, coercing, or engaging in other discriminatory conduct against anyone because they filed a complaint or otherwise participated in a discrimination investigation.

Federal law requires that RFTA investigate, track, and report discrimination complaints. Complaints must be filed, in writing, within 180 days from the date of the alleged discrimination. Complaints must be filed in writing and will be investigated within thirty (30) days of submission.

RFTA will make reasonable efforts to assist persons with disabilities, non-English speakers, and others unable to file a written complaint. If you need assistance to file your complaint or need interpretation services, please contact the RFTA Title VI Compliance Officer at (970) 384-4974.

Este procedimiento de queja y el Formulario de Queja de Discriminación están disponibles en español en [www.rfta.com/title-vi](http://www.rfta.com/title-vi) (Proceso de queja - Español).

While not required, complainants are encouraged to use the Discrimination Complaint Form which can be found at [www.rfta.com/title-vi](http://www.rfta.com/title-vi) (Title VI Complaint Form).

Complaints may be submitted via email, fax or in person to the following:

**Roaring Fork Transportation Authority**  
Nicole Schoon, Title VI Compliance Officer  
2307 Wulfsohn Road  
Glenwood Springs, CO 81601

Complaints may also be filed with the following agency:

**Federal Transit Administration**  
Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5<sup>th</sup> Floor-TCR,  
1200 New Jersey Ave., SE  
Washington, DC 20590  
(888) 446-4511



Investigating a complaint includes interviewing all parties involved and key witnesses. The Title VI Compliance Officer may request relevant information such as books, records, electronic information, and other sources of information from all involved parties. The complainant has thirty (30) days from the original complaint date to respond to RFTA's Title VI Compliance Officer with the requested information.

If the Title VI Compliance Officer does not receive the requested information within thirty (30) days from the original complaint date, RFTA can administratively close the complaint. The complainant will be informed of the complaint closure through a registered, return receipt letter.

After the Title VI Compliance Officer reviews the complaint and any additional information, one of two letters will be issued to the complainant based on its findings:

1. **Complaint Closure Letter:** This letter will state that RFTA is found to be in compliance with Title VI. The letter will include an explanation of why RFTA was found to be in compliance, and provide notification of the complainant's appeal rights.
2. **Letter of Finding:** This letter will state that RFTA is found to be in non-compliance with Title VI. The letter will include a summary of allegations, each violation referenced, the applicable regulations, and a brief description of proposed remedies and actions taken. If the complainant wishes to appeal the decision contained in the Letter of Finding, he/she will have ten (10) days after receipt of the Letter of Finding to do so.

If the complainant is not satisfied with the findings and/or actions taken by RFTA, the complainant may file his/her complaint with the FTA's Office of Civil Rights.

**Federal Transit Administration**

Office of Civil Rights

Attention: Title VI Program Coordinator

East Building, 5<sup>th</sup> Floor-TCR,

1200 New Jersey Ave., SE

Washington, DC 20590

(888) 446-4511

[www.fta.dot.gov](http://www.fta.dot.gov)

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 between the affected parties and RFTA may be utilized for resolution. Complainants may specify if there is a particular individual(s) that should not investigate your complaint due to conflict of interest or other reasons.

Federal law prohibits retaliation against individuals because they have filed a discrimination complaint or otherwise participated in a discrimination investigation. Any alleged retaliation should be reported in writing to the Title VI Compliance Officer.