**Central Area Rural Transit System, Inc.**

**Title VI/ADA Complaint Procedures**

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” The Americans with Disabilities Act of 1990 prohibits discrimination on the basis of disability.

If you believe you have been discriminated against because of your race, color, national origin, or disability, or you have a complaint about the accessibility of our transit system or service, you can file a formal complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

**How do you file a complaint?**

Please use the attached form to file your complaint.

You may file a signed, dated, and written complaint no more than 180 days from the date of the alleged incident. The complaint should include:

* Your name, address, telephone number, and e-mail address.
* How, why, and when you believe you were discriminated against. Include as much specific, detailed information as possible about the alleged acts of discrimination, and any other relevant information.
* The names of any persons, if known, whom the director could contact for clarity of your allegations.

Please submit your complaint form to address listed below:

Executive Director

Central Area Rural Transit System, Inc. (CARTS)

P.O. Box 993 Soldotna, AK 99669

**Do you need complaint assistance?**

If you are unable to complete a written complaint or if information is needed in another language, we can assist you. Please call us at (907) 262-8900 or email us at [cartsinfo@ridecartsak.org](mailto:cartsinfo@ridecartsak.org).

**How will your complaint be handled?**

Central Area Rural Transit System, Inc. investigates complaints received no more than 180 days after the alleged incident. We will process complaints that are complete. You will receive a letter acknowledging that we have received your complaint.

Central Area Rural Transit System, Inc. will generally complete an investigation within 90 days from receipt of a complaint. If more information is needed to resolve the case, we may contact you. Unless a longer period is specified, you will have ten (10) days from the date of the request to send the requested information. If the requested information is not received, we may administratively close the case. A case may also be administratively closed if you no longer wish to pursue it.

After an investigation is complete, Central Area Rural Transit System, Inc. will send you a letter summarizing the results of the investigation, stating the findings, and advising of any corrective action to be taken. If you disagree with the determination, you may request reconsideration by submitting a request in writing to Central Area Rural Transit System, Inc. Executive Director, within seven (7) days of the date of the summary letter, stating with specificity the basis for the reconsideration. Executive Director will notify you of the decision either to accept or reject the request for reconsideration within ten (10) days. In cases where reconsideration is granted, Executive Director will issue a determination letter upon completion of the reconsideration review.

**Do I have other options for filing a complaint?**

We encourage that you file the complaint with us. However, you may file a complaint with Alaska Community Transit or the Federal Transit Administration.

Alaska Department of Transportation and Public Facilities

Alaska Community Transit

PO Box 112500

Juneau, AK 99811

(907) 465-6961

TTY: Relay Alaska 1-800-770-8255

dot.alaska.transit@alaska.gov

Federal Transit Administration

Office of Civil Rights

Attention: Title VI or ADA Coordinator

East Building

5th Floor-TCR

1200 New Jersey Avenue SE

Washington, DC 20590

**Central Area Rural Transit System, Inc.**

**TITLE VI/ADA COMPLAINT FORM**

If you believe you have been discriminated against because of your race, color, national origin, or disability, or you have a complaint about the accessibility of our transit system or service, you can use this form to file a complaint. Please provide all facts and circumstances surrounding your issue or complaint so we can fully investigate the incident.

Please mail or return this form to:

Executive Director

Central Area Rural Transit System, Inc. (CARTS)

P.O. Box 993 Soldotna, AK 99669

(907) 262-8900

(907) 262-6122 fax

cartsinfo@ridecartsak.org

|  |
| --- |
| 1. **Complainant’s name:** |
| Address: |
| City: State: Zip Code: |
| Daytime telephone: ( ) |
| E-mail address: |
| Do you prefer to be contacted via e-mail? ☐ Yes ☐ No |
| 1. **Are you filing this complaint on your own behalf?**   ☐ Yes If YES, please go to question 6. ☐ No If NO, please go to question 3. |
| 1. **Please provide your name and address.** |
| Name of person filing complaint: |
| Address: |
| City: State: Zip Code: |
| Daytime telephone: ( ) |
| E-mail address: |
| Do you prefer to be contacted via e-mail? ☐ Yes ☐ No |
| 1. **What is your relationship to the person for whom you are filing the complaint?** |
| 1. **Please confirm that you have obtained the permission of the aggrieved party to file a complaint on their behalf.**   ☐ Yes, I have permission. ☐ No, I do not have permission |
| 1. **I believe that the discrimination I experienced was based on** (check all that apply)   ☐ Race ☐ Color ☐ National Origin ☐ Disability ☐ Accessibility issue  ☐ Other (Please specify): |
| 1. **Date of alleged discrimination** (Month, Day, Year): |
| 1. **Where did the alleged discrimination take place?** |
| 1. **Explain as clearly as possible what happened and why you believe that you were discriminated against.** Describe all of the persons that were involved. Include the name and contact information of the person(s) who discriminated against you (if known). *Use the back of this form or separate pages if additional space is required.* |
| 1. **Please list any and all witnesses’ names and phone numbers/contact information.** *Use the back of this form or separate pages if additional space is required.* |
| 1. **What type of corrective action would you like to see taken?** |
| 1. **Have you filed a complaint with any other federal, state, or local agency, or with any federal or state court?** ☐ Yes If yes, check all that apply. ☐ No |
| ☐ Federal Agency (List agency’s name) |
| ☐ Federal Court (Please provide location) |
| ☐ State Court |
| ☐ State Agency (Specify agency) |
| ☐ Borough Court (Specify court and county) |
| ☐ Local Agency (Specify agency) |
| 1. **Please provide information about a contact person at the agency/court where the complaint was filed.** |
| Name: Title: |
| Agency: Telephone: ( ) |
| Address |
| City: State: Zip Code: |

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

Signature and date is required:

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

Signature Date

If you completed Questions 3, 4 and 5, your signature and date is required

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

Signature Date