

## V. Title VI Complaint Procedures

### How to file a Title VI Complaint?

The complainant may file a signed, written complaint up to one hundred eighty (180) days from the date of the alleged discrimination. The complaint should include the following information:

- Your name, mailing address, and how to contact you (i.e. telephone number, email address, etc.)
- How, when, where and why you believe you were discriminated against. Include the location, names and contact information of any witnesses.
- Other information that you deem significant.

The Title VI Complaint Form (Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with Paulding County Government at the following address:

Director of Human Resources  
Paulding County Government  
240 Constitution Boulevard  
Dallas GA 30132

NOTE: Paulding County Government encourages all complainants to certify all mail that is sent through the U.S Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

### What happens to the complaint after it is submitted:

All complaints alleging discrimination based on race, color or national origin in a service or benefit provided by Paulding County Transit will be directly addressed by the Paulding County Government. Paulding County Government shall also provide assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Paulding County Government shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within thirty (30) days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

How will complainant be notified of the outcome of the complaint?

The Paulding County Title VI Coordinator will send a final written response letter (Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from Paulding County, and 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA.

Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.