

# Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Central New York Regional Transportation Authority (hereinafter referred to as Centro) may file a Title VI complaint by completing and submitting the Centro's Title VI Complaint Form.

Please submit this form in person to the address below, or mail to:

**Title VI Complaint Officer  
Central New York Regional Transportation Authority  
PO Box 820  
200 Cortland Ave  
Syracuse, NY 13205**

Centro investigates complaints received no more than 90 days after the alleged incident. Centro will process complaints that are complete. A copy of the complaint form is available on the Centro website or by mail by calling any of the Centro offices in the four county service area.

Once the complaint is received, Centro will review it to determine if our office has jurisdiction and if the complaint falls under the scope of Title VI. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 30 calendar days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the Centro official investigating the complaint. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, the Authority 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 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. An 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 business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the FTA by contacting the Federal Transit Administration Office of Civil Rights, Attention: Complaint Team, East Building, 5<sup>th</sup> Floor – TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

***Note: Complaints must be signed and include contact information.***

No one may intimidate, threaten, coerce, or engage in other discriminatory conduct against anyone because he or she has either filed a complaint to secure rights protected by the nondiscrimination statutes Centro enforces. Any individual alleging such harassment or intimidation may file a complaint with Centro and/or the Federal Transit Administration and an investigation will be conducted.



[www.centro.org](http://www.centro.org)