

Title VI Complaint Procedure

Any person who believes they have been discriminated against on the basis of race, color, national origin, gender, age, disability or economic status by the Syracuse Metropolitan Transportation Council (SMTC) may file a Title VI complaint by completing and submitting the SMTC's Title VI Discrimination Complaint Form to director@smtcmpo.org, in person at the address below, or mail to:

**Director
Syracuse Metropolitan Transportation Council
126 North Salina Street, Suite 100
Syracuse, NY 13202**

SMTC investigates complaints received no more than 90 days after the alleged incident. SMTC will process complaints that are complete. A copy of the complaint form is available on the SMTC website or by mail by calling the SMTC office.

Once the complaint is received, SMTC 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.

SMTC has 30 calendar days to investigate the complaint. If more information is needed to resolve the case, the SMTC may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the SMTC 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 SMTC 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 Federal Highway Administration, at FHWA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590; or the Federal Transit Administration, at Federal Transit Administration Office of Civil Rights, Attention Complaint Team, East Building, 5th Floor – TCR, 1200 New Jersey Ave. SE, Washington, DC 20590.

Complaints must be signed and include contact information.

