



TITLE VI COMPLAINT PROCEDURES

Any person who believes she or he has been discriminated against on the basis of race, color or national origin by Santa Fe Trails (SFT) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. SFT investigates complaints received no more than 180 days after the alleged incident. SFT will process complaints that are complete.

Once the complaint is received, SFT will review it to determine if our agency has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our agency.

SFT has 15 business days to investigate the complaint. If more information is needed to resolve the case, SFT may contact the complainant. The complainant has 10 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, SFT can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue the case.

After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter of finding 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, he/she has 10 business days after the date of the closure letter or the letter of finding to do so. Appeals shall be filed, in writing, with SFT by mailing or hand-delivering the appeal to:

RE: Title VI Appeal
Transit Division Director
2931 Rufina St.
Santa Fe, NM 87507

A person may also file a complaint or appeal directly with the Federal Transit Administration at:

FTA Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590