



## NFTA 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 Niagara Frontier Transportation Authority may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Niagara Frontier Transportation Authority investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

All complaints submitted to the Niagara Frontier Transportation Authority are investigated. The Authority has 45 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 EEO office. If the EEO office 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. 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, she/he has 30 days after the date of the letter or the letter of finding to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave., SE, Washington, DC 20590 or with New York State Department of Human Rights.

For Airport Related Discrimination Complaints:

A person may also file a complaint directly with the Federal Aviation Administration, Office of Civil Rights, ACR-1, 800 Independence Ave., SW, Washington, DC 20591.