

Title VI Complaint Procedures

Any person who believes he/she has been discriminated against on the basis of race, color, or national origin by PRIDE Industries may file a Title VI complaint by completing and submitting the agency's Title VI Complaint form to the address indicated on the form. Complaints must be filed no more than 180 days from the date(s) of the alleged incident.

Once the complaint form is received, it will be reviewed to determine whether the complaint constitutes a Title VI complaint and/or whether there is sufficient information for an investigation. The complainant will receive an acknowledgement letter informing him/her whether the complaint is covered under Title VI and/or if more information is needed for a Title VI investigation to take place. In the event more information is needed, the Human Resources Department will contact the complainant, and the complainant shall be given a reasonable amount of time to provide the requested information. If the information is not received, the Human Resources Department may administratively close the case. A case can be administratively closed if a complainant fails to cooperate with the investigation or indicates he/she no longer wishes to pursue his/her case.

PRIDE Industries' Human Resources Department will investigate Title VI complaints for which it has sufficient information. After the investigation is completed, the complainant will be issued one of two letters: (1) a closure letter; or (2) a letter of finding. A closure letter summarizes the allegations and indicates that a Title VI violation could not be established based on the available information and as a result, the case will be closed. A letter of finding summarizes the allegations regarding the alleged incident and explains whether any type of corrective action was recommended. If the complainant wishes to appeal the decision, he/she has fifteen (15) business days from the date of the closure letter or letter of finding to make the request to the Human Resources Department and must include and reason(s) why such appeal should be granted. A copy of PRIDE Industries' Complaint Form template that will be made available to the public appears below.

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