



Title VI Complaint Procedures

LIFT Transit

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

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

LIFT Transit has 60 days to investigate the complaint. If more information is needed to resolve the case, LIFT Transit may contact the complainant. The complainant has 7 business days from the date of the letter to send requested information to the transit director. If the transit director is not contacted by the complainant or does not receive the additional information within 7 business days, LIFT Transit can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the transit director 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. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of letter or the LOF 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 Avenue SE, Washington, D.C. 20590.

LIFT Community Action Agency, Inc.
209 North 4th Street, Hugo, OK 74743
Telephone (580) 326-3351 Fax (580) 326-2305
www.liftca.org



What was the date of the alleged discrimination?

Where did the alleged discrimination take place?

Please describe the circumstances as you saw it:

Please list any and all witness' names and telephone numbers:

What type of corrective action would you like to see taken?

Please attach documents you have which support the allegation.

Date and sign this form and send it to the LIFT Transit Director (address listed on page 1)

Your Signature

Print Your Name

Date

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