



### **Title VI of the Civil Rights Act of 1964 - Complaint Procedures**

The City of Pembroke Pines is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit program, policy or activity on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964. If you believe you have been subjected to discrimination under Title VI, you may file a written complaint with the City of Pembroke Pines Transportation Service, Southwest Focal Point Senior Center, 301 N.W. 103<sup>rd</sup> Avenue Pembroke Pines, FL 33026, telephone 954-450-6850.

We encourage persons to make complaints in writing and to include, at a minimum, the following information:

- Name, address, and contact information (phone number, email address etc.).
- How, why and when you believe you were discriminated against.
- Complaint must be signed.

The complaint should be filed within 14 days from the date of the alleged discrimination.

#### **Investigation Process:**

All complaints will be investigated promptly. The investigator will meet with the complainant. Interviews may also be conducted with other persons who may have information about the alleged discriminatory program, policy or activity and may review records or documents relevant to the complaint.

Upon completion of the investigation, a final report will be completed for the Community Services Director. If a Title VI violation is found, remedial steps as appropriate will be taken immediately. The Complainant will also receive notice of investigation's findings and be advised of the remedial actions that will be taken. If there is a finding of no discrimination, the complainant will also be advised of his or her right to appeal the decision. The investigation process should be completed within thirty (30) business days of receiving the written complaint.

#### **Appeal of Determination:**

If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration (FTA), Attention: Region IV Civil Rights Officer, 230 Peachtree St., N.W. Suite 800, Atlanta, GA 30303, or by calling (404) 865-5628.

A complainant may also file the initial Title VI Complaint directly with the Federal Transit Administration at the above address. Complaints filed directly with the FTA must be filed no later than 180 days after the date of the alleged discrimination.