

# **CARTA NOTICE TO THE PUBLIC**

## **Procedures for Tracking and Investigating Title VI Complaints**

Title VI of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color, or national origin in programs and services funded, in whole or part, by financial assistance from the United States Government.

All services and programs operated by the Chattanooga Area Regional Transportation Authority (CARTA) are subject to the requirements and obligations of Title VI. It is the intention of CARTA to fully comply with Title VI.

Persons who believe that they have experienced or witnessed any act or inaction, intentional or otherwise, in any program, service, or activity operated by CARTA that results in or may result in disparate treatment or impact of the basis of race, color, or national origin may file a written complaint with CARTA or Tennessee Department of Transportation (TDOT).

Complaints filed directly with Tennessee Department of Transportation (TDOT) must be mailed within 180 days of any alleged discrimination. Complaints should be mailed to:

Tennessee Department of Transportation  
Title VI Director  
505 Deaderick Street, Suite 1800  
Nashville, TN 37243  
(615) 741-3169 or 1-888-370-3647

It shall be the responsibility of the Executive Director, or his designee, to track, investigate and document Title VI complaints.

### **How to file a complaint to CARTA**

A person with a Title VI or other complaint may also submit the complaint to CARTA using the following procedures:

1. A complaint may be submitted in writing and must include the person's name and contact information, the date of the incidence, and the identity of the person or department or service that caused the complaint. Complaints may be sent via mail, email, fax, or hand delivered.
  
2. A complaint may be taken verbally and must include the person's name and contact information, the date of the incidence, and the identity of the person, department or service that caused the complaint.

3. Persons with a complaint may request a neutral third party to hear a verbal complaint or assist with a written complaint. The selection of the neutral third party shall be made cooperatively between CARTA and the person filing the complaint.

4. All complaints shall be addressed to CARTA's Executive Director.

#### CARTA Complaint Procedure

1. The person filing a complaint on the basis of discrimination of race, color, or national origin will be informed that the complaint may be either filed directly with the TDOT or with CARTA. The contact information for the TDOT will be provided should the person choose to file directly with the TDOT. CARTA's Executive Director shall be responsible for follow up and monitoring of TDOT action.

2. If the person chooses to file the complaint with CARTA, the complaint will be directed by the Executive Director to the appropriate department manager for a fact-finding review. The manager will prepare a written response to the complaint and submit it to CARTA's Executive Director.

3. If the complaint is valid and supported by facts, the Executive Director will order corrective action be taken.

4. The person who filed the complaint will be consulted as to the adequacy of the proposed remedy. If acceptable, the matter is concluded.

5. If the remedy is not acceptable, the person is advised of the appropriate steps to file the complaint with the TDOT.