



Casa Grande LINK Transit Service

Discrimination Complaint Procedure

Complaint Process

The Casa Grande LINK public transit service is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color, or national origin (including Limited English Proficiency), as provided by Title VI of the Civil Rights Act of 1964, as amended, or on the basis of age, sex/gender, ability, gender identity or expression, and sexual orientation as provided by other civil rights statutes. Casa Grande transit service objective is to:

- Ensure that the level and quality of transportation service is provided without regard to age, sex/gender, ability, race, color, national origin, gender identify or expression, and sexual orientation.
- Promote the full and fair participation of all affected populations in transportation decision making.
- Prevent the denial, reduction or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

What is Title VI

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.” Title VI does not address age, ability, sex/gender, gender identity or expression, or sexual orientation discrimination. It only covers race, color and national origin. Other civil rights laws, including state and local regulations, prohibit these forms of discrimination.

Who are Limited English Proficient Persons?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Different treatment based on a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.

For more information

To request additional information on the Casa Grande transit service Title VI Program or if information is needed in languages other than English, contact the Casa Grande Transit

Department at:

Phone (520) 509-6903
TTY (520) 421-8604
Email deborah_brunner@casagrandeaz.gov

How do I file a complaint?

If you believe you have been discriminated against on the basis of race, color, national origin, or disability may file a discrimination complaint by completing and submitting the Casa Grande Transit Department *Discrimination Complaint Form*. Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or when there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.

Methods to file a Complaint

The preferred method is to file a complaint in writing using the *Discrimination Complaint Form*, and sending it to:

City of Casa Grande
Attn: Transit Manager
510 E. Florence Blvd,
Casa Grande, AZ 85122

Or by email to deborah_brunner@casagrandeaz.gov

Complaints must be in writing and signed by the complainant(s) and must include the complainant's name, address and phone number. For complaints submitted via email, the email address and complainant's name will be treated as the complainant(s) signature.

Allegations received by telephone will be transcribed into a written format by the Transit Manager. To make a verbal complaint, call (520) 509-6903. Complainants will receive a copy of the transcribed complaint for verification and the complainant(s) must return a signed copy to initiate an investigation.

Complaints may also be filed with external entities: the Federal Transit Administration at www.fta.dot.gov; the Arizona Department of Transportation Civil Rights Office at <http://azdot.gov/business/civil-rights/contact-us-new>; or Equal Employment Opportunity

Commission at www.eeoc.gov. Please review information on the respective agency websites for details on filing Title VI complaints.

Shall a complaint be filed with the Casa Grande Transit Department and an external entity simultaneously; the external complaint shall supersede the Casa Grande complaint and the Casa Grande Transit Departments complaint procedures will be suspended pending the external entity's findings.

Investigations

Once submitted, the Casa Grande Transit Department will review the complaint form to determine jurisdiction. All complainants will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Casa Grande Transit Department or submitted to the FTA authority for guidance.

The Casa Grande Transit Department has ten (10) business days to investigate the complaint. If additional information is needed to resolve the case, the Casa Grande Transit Department may contact the complainant. The complainant has ten (10) business days from the date of the letter to send the requested information to the investigator. If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days, the Casa Grande Transit Department can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

The investigation will be completed within 60 days of receipt of the formal complaint.

Once the case has been investigated, an investigation report will be written by the Transit Manager. The complainant will receive one of two letters: a Closure Letter or Letter of Finding (LOF). A Closure Letter summarizes the allegations and states that there was not a discrimination violation and that the case will be closed. A LOF summarizes the allegations and case interviews regarding the alleged incident(s), and explains whether any disciplinary action, additional training of the staff member or other action will be taken.

If the complainant wishes to appeal against the decision, she/he has ten (10) days after the date of the final decision letter to do so.

The complainant shall be notified of his/her right to appeal against the decision. Appeals may be made to the Federal Transit Administration, the Arizona Department of Transportation, or the Equal Employment Opportunity Commission.

A copy of these procedures can be found online at casagrandeaz.gov/343/Casa-Grande-LINK-Transit.