# RGRTA Title VI Complaint Form

Please ensure that your signed complaint is postmarked or submitted within 180 days of the incident. If you need assistance in another language, please call (585) 288-1700.This form has seven sections. Please complete all seven sections of the form. You can submit the form through USPS mail or through an electronic channel. To mail it, send completed form to Attention: RGRTA Legal Affairs Department, 1372 East Main Street, Rochester, NY 14609. To submit it electronically, attach the completed form electronically to an online complaint and submit it through Contact Us at <https://rts.secure.force.com/RTSContactUs>. If you would like to deliver your complaint in person, you may bring the completed form in person to the front lobby at 1372 East Main Street, Rochester, NY 14609. Office hours are 8:00 AM to 5:00 PM.

## section 1: Contact Information (Required)

Instructions: Complete Section 1 to provide your name, address, email, and phone number.

Name:       Address:

Phone:       Email:

## Section 2: Accessible Format

Instructions: If you require material in an accessible format in order to use it, please indicate the format you require. Otherwise, leave blank and go to Section 3.

## Section 3: Filing for a Third Party

Instructions: If you are filing this complaint on your own behalf, skip to Section 4. If you are filing for a third party complete the questions in Section 3.

Name of the Third Party:       Your Relationship to the Third Party:

Why are you filing a complaint for a Third Party?

Did you obtain permission of the aggrieved party to file on his or her behalf? [ ]  Yes [ ]  No

## Section 4: Details of the alleged Discrimination (Required)

Instructions: Complete Section 4 to describe the details around the discrimination you believe you experienced.

I believe the discrimination I experienced was based on my [ ]  Race [ ]  Color [ ]  National Origin.

Date of the alleged discrimination (Month, Day, Year):

Time of the alleged discrimination (hours and minutes):

Identify the service provider you were using when the alleged discrimination occurred.

Bus Number:

Route Name or Number:

Direction of Travel:

Location of Incident:

Explain what happened, why you believe you were discriminated against, and describe all persons who were involved.

Provide the name and contact information of the person(s) who discriminated against you and the names and contact information of any witnesses:

## Section 5: Filing History

Have you previously filed a Title VI complaint with this agency? [ ]  Yes [ ]  No

Have you filed this complaint with any other Federal, State, or local agency? [ ]  Yes [ ]  No

Have you filed this complaint with any Federal agency or State court? [ ]  Yes [ ]  No

I have filed the complaint with (mark all that apply): [ ]  Federal Court [ ]  State Agency [ ]  State Court [ ]  Local Agency [ ]  Not Applicable

Please provide contact information for the person at the agency or court where you filed the complaint.       [ ]  Not Applicable

## Section 6: Agency Contact Information (Required)

Instructions: Identify the agency you are complaining against and provide a contact person in Section 6.

Name of agency that the complaint is against:

Contact Information:

## Section 7: Attestation (Required)

Instructions: All complainants must complete this section with a signature and date.

I understand that the RGRTA Legal Department will review any written, signed Title VI Complaint received through the filing process. In 15 business days, RGRTA will notify me whether it is starting an investigation or closing the matter. If RGRTA is investigating the Title VI Complaint, RGRTA will aim to so within 60 days. RGRTA will notify me if it requires more time. The Legal Department may contact me for information and will seek to use the most appropriate method of communication (phone, email, written letter, or meeting).

I will have 10 business days from the date of RGRTA’s request to provide the information. If RGRTA does not receive it within that period, the Legal Department will close my complaint and notify me about the closure through a letter. Following the investigation, RGRTA will issue a written report to me containing any findings and appropriate recommendations. Issuance of the report will close the complaint and investigation.

Signature:

Date:

End of RGRTA Title VI Complaint Form