

Discrimination Complaint Procedures

FAME Assistance Corporations has established a process for participants to file a complaint under Title VI. Any person who believes that she or he has been discriminated against on the basis of race, color and/or national origin by FAC's staff may file and submit a Title VI complaint. The agency's Title VI Complaint form and complaint procedures are available at our administrative offices and on our website at www.famecorporations.org

The Procedure

Civil Rights complaints should be filed immediately. However, FAC will investigate complaints up to 180 days after the alleged incident. FAC will process complaints that are complete. Once the complaint is received, FAC will review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by FAC.

FAC has up to thirty (30) days to investigate the complaint. If more information is needed to resolve the case, FAC may contact the complainant. The complainant has thirty (30) days from the date of the letter to send requested information to the investigator assigned to the case.

If FAC's investigator (from the Department of Human Resources) is not contacted by the complainant or does not receive the additional information within thirty (30) days, FAC can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued 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 and disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has ten (10) days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at:

Federal Transit Administration

Office of Civil Rights

1200 New Jersey Avenue SE

Washington, DC 20590