

## **SOUTH CENTRAL TRANSIT AUTHORITY TITLE VI COMPLAINT PROCEDURES**

*Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the South Central Transit Authority (hereinafter referred to as "SCTA") may file a Title VI complaint by completing and submitting the SCTA Title VI Complaint Form to:*

*Director of Administration & Human Resources  
South Central Transit Authority  
45 Erick Road  
Lancaster, PA 17601*

*A copy of the Title VI Complaint Form is available by contacting SCTA at 717-397-5613; email [info@sctapa.com](mailto:info@sctapa.com); or visit [www.sctapa.com/about/title-vi-program](http://www.sctapa.com/about/title-vi-program). For individuals who are hearing impaired, please use the PA Relay Service by calling 711 to request a copy of the Complaint Form.*

*SCTA investigates complaints received no more than 180 days after the alleged incident. SCTA will process complaints that are complete.*

*Once the Title VI complaint is received, SCTA will review it to determine if SCTA has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by SCTA.*

*SCTA has 60 days to investigate the Title VI complaint. If more information is needed to resolve the case, SCTA may contact the complainant and extend the Title VI complaint investigation period. The complainant has 30 days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 30 days, SCTA 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 Title VI complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A Letter of Finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.*

*If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure letter or the letter of finding to file an appeal in writing with the Executive Director, South Central Transit Authority, 45 Erick Road, Lancaster, PA 17601. The appeal filed shall provide sufficient information documenting the basis of the appeal. SCTA will have thirty (30) days to file a written response to the appeal.*

*A person may also file a complaint directly with the Federal Transit Administration, at the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.*