



## ADA and Title VI of the Civil Rights Act of 1964 - Policy and Complaint Procedures

Citibus is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination of its services on the basis of color, race, or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. It is the further intent for Citibus to make all citizens aware of their rights under Title VI of the Civil Rights Act of 1964.

### Title VI

Title VI of the Civil Rights Act of 1964 requires 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 subjected to discrimination under any program or activity receiving Federal Financial assistance.

### ADA and Title VI Complaint Procedure

The following procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964. These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI of the Civil Rights Act of 1964 may file a complaint.

1. In accordance with Federal and State laws, a formal complaint must be filed within one-hundred eighty (180) calendar days of the alleged incident.
2. All complaints shall be in writing and signed by the individual or his/her representative. The complainant may download the complaint form from [www.citibus.com](http://www.citibus.com) or request the form from the Citibus Director of Human Resources. The complainant may also submit a written statement that contains all the information in Section 3, a through g below.
3. The complaint must contain, but not limited to, the following information:
  - a. Name, address and telephone number of complainant
  - b. The basis of the complaint (race, color, national origin)
  - c. The date or dates on which the alleged discriminatory event or events occurred
  - d. Statement detailing the facts and circumstances of the alleged discrimination
  - e. Names, addresses, and telephone numbers of persons who may have knowledge of the event
  - f. Other agencies or courts where a complaint may have been filed with contact name and telephone number
  - g. Complainant's signature and date

In the event that a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Citibus Director of Human Resources. The complainant will be interviewed and the Citibus Director of Human Resources will assist in converting the verbal allegations into a written statement.

All complaints may be mailed, faxed or electronic mail to the following:

Citibus  
Attn: Human Resources  
801 Texas Ave.  
Lubbock, TX 79401  
(806) 775-3640 (phone)  
(806) 775-2955 (fax)  
[civilrights@citibus.com](mailto:civilrights@citibus.com)

Complainants also have the right to complain to the appropriate Federal Agency. A complaint must be filed within one-hundred eighty (180) calendar days of the alleged incident.

4. The Citibus Director of Human Resources will provide written acknowledgement of a complaint to the complainant within ten (10) working days. A determination if an investigation is warranted will be made within fifteen (15) working days. If the decision is to not investigate, a written notice will be given to the complainant for the decision. If the decision is to investigate, it will begin within fifteen (15) working days of the written acknowledgement of the complaint.
5. The Citibus Director of Human Resources will contact the complainant within thirty (30) working days after the written acknowledgement of the complaint if additional information is needed. The complainant will then have thirty (30) days to provide the requested information. Failure to do so will deem the complaint "non-responsive" and the complaint may be closed.
6. The Citibus Director of Human Resources will complete the investigation within ninety (90) days of the written acknowledgement of the complaint. If additional time is needed for the investigation, the complainant will be contacted and notified of such extension.
7. A written report of the investigation will be prepared by the Citibus Director of Human Resources. The report will contain a summary of the complaint, the findings of the investigation and recommended corrective action, if necessary. A letter disclosing the findings of the investigation and recommended corrective action, if necessary, will be sent to the complainant.
8. The complainant will then have five (5) days to appeal the decision. If the complainant decides to appeal, all necessary information will be forwarded to the Federal Transit Administration, Office of Civil Rights, 819 Taylor Street, Room 8A36, Fort Worth, Texas 76102 for further investigation and final decision.