

Title VI Complaint Procedures

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by Daniel Boone Community Action Agency, Inc. dba Daniel Boone Transit (DBCAA) may file a Title VI complain by completing and submitting the agency's Title VI Complain Form. DBCAA investigates complaints received no more than 180 days after the alleged incident. DBCAA will process complaints that are complete.

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

DBCAA has ninety (90) days to investigate the complaint. If more information is needed to resolve the case, DBCAA may contact the complainant. The complainant has ten (10) business days from the date to 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 (10) business days, DBCAA can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant; a closure letter or a letter of finding (LOF). A closure letter summarized the allegations and the interviews regarding the alleged incident, and explain 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 seven (7) days to do so from the time he/she receives the closure letter or the LOF.

A person may also file a complaint directly with the U.S. Department of Transportation/Federal Transit Administration (FTA) no later than 180 days after the date of the alleged discrimination, unless the time for filing is extended by FTA, at the following address: Office of Civil Rights, Attention: Title VI Program coordinator, Eat Building, 5th Floor-TCR, 1200, New jersey Ave., SE, Washington, DC 20590. To accommodate Limited English Proficient individuals, oral complaints to be documented and/or translated may also be given at the above address. For translated languages DBCAA uses "Google Translate", this is a free utility that is available on our web page.

Compliant Form

A copy of the complaint form in English is at DBCAA's website www.DanielBooneCAA.org.