

LeeTran Title VI Complaint Procedures

The following Title VI complaint procedures are located on the LeeTran website and follow Title VI requirements.

As a recipient of federal financial assistance, LeeTran has in place the following Title VI complaint procedure.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by LeeTran may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. LeeTran investigates complaints received no more than 180 days after the alleged incident. LeeTran will process complaints that are complete.

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

LeeTran has 30 days to investigate the complaint. If more information is needed to resolve the case, LeeTran may contact the complainant. The complainant has 30 business 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 business days, LeeTran can administratively close the case. The 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 summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or if any other action will occur. If the complainant wishes to appeal against the decision, she/he has 30 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 (FTA), at FTA's Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

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Section I:				
Name:				
Address:				
Telephone (home/cell):			Telephone (work):	
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?		Yes*	No	
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				
Please explain why you have filed for a third party: _____				
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.		Yes	No	
Section III:				
I believe the discrimination I experienced was based on (check all that apply):				
☐ Race ☐ Color ☐ National Origin				
Date of Alleged Discrimination (Month, Day, Year): _____				
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.				
_____ _____ _____ _____ _____				
Section IV:				
Have you previously filed a Title VI complaint with this agency?		Yes	No	

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Section V:	
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court? ☐ Yes ☐ No If yes, check all that apply: ☐ Federal Agency: _____ ☐ Federal Court: _____ ☐ State Agency: _____ ☐ State Court: _____ ☐ Local Agency: _____	
Please provide information about a contact person at the agency/court where the complaint was filed.	
Name: _____	
Title: _____	
Agency: _____	
Address: _____	
Telephone: _____	
Section VI:	
Name of agency complaint is against: _____	
Contact person: _____	
Title: _____	
Telephone number: _____	

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

Signature

Date

Please submit this form in person to the address below, or mail this form to:

Lee County Transit - LeeTran
Laura Purks, Compliance Coordinator
3401 Metro Parkway
Fort Myers, FL 33901