



Title VI Complaint Procedures

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with the Nevada Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance.

Procedure

1. Any person who believes that they have been subjected to discrimination may file a written complaint with the Douglas County Dart Transportation. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.
2. The complainant may download the complaint form from <https://communityservices.douglascountynv.gov/seniorservicestransportation> or request the complaint form from Senior Services. The complainant may also submit a written statement that contains all of the information identified in Section 3 a through f below.
3. The complaint will include the following information:
 - a. Name, address, and telephone number of the complainant.
 - b. The basis of the complaint; i.e., race, color, national origin, or Limited English Proficiency.
 - c. The date or dates on which the alleged discriminatory event or events occurred.
 - d. The nature of the incident that led the complainant to feel discrimination was a factor.
 - e. Names, addresses and telephone numbers of persons who may have knowledge of the event.

- f. Other agencies or courts where complaint may have been filed and a contact name.
 - g. Complainant's signature and date.
 - h. The complaint may be sent to the following address:
 - Dart Transportation
 - 1329 Waterloo Lane
 - Gardnerville, NV 89410
 - (775) 782-5500 Ext 3
 - j. Complainants have the right to complain directly to the appropriate federal agency however, they must do so within one-hundred eighty (180) calendar days of the last alleged incident.
4. Dart Transportation will begin an investigation within fifteen (15) working days of receipt of a complaint.
 5. Dart Transportation will contact the complainant in writing no later than thirty (30) working days after the receipt of complaint for additional information, if needed to investigate the complaint. If the complainant fails to provide the requested information in a timely basis, Dart Transportation may administratively close the complaint.
 6. Dart Transportation will complete the investigation within (90) days of the complaint. A written investigation report will be prepared by the investigator. The report shall include a summary description of the incident, findings and recommendations for disposition.
 7. Dart Transportation's customer service manager will review the report. A closing letter and exit interview will be provided to the complainant. The respondent will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to respond. If either party responds negatively or has additional information to provide, an informal meeting will be arranged by the customer service manager. If neither party responds, the complaint will be closed.
 8. The investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency, the complainant and the respondent.
 9. Dart Transportation will advise complainants of their rights to the appropriate federal agency.