



County of Lackawanna Transit System

TITLE VI COMPLAINT INSTRUCTIONS AND PROCEDURES

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

Once the complaint is received, the complainant will receive an acknowledgment letter informing her/him whether the complaint will be investigated by our office.

COLTS has 60 days to investigate the complaint. If more information is needed to resolve the complaint, COLTS 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 complaint. If the investigator is not contacted by the complainant or does not receive the additional information within the 30 business days, COLTS can administratively close the complaint. A complaint can be administratively closed if the complainant no longer wishes to pursue the complaint.

After the investigator reviews the complaint, she/he will issue one of the two letters to the complainant; a closure letter or a date of finding. A closure letter summarizes the allegations and states that there was not a Title VI violation and that the complaint 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 letter of finding to do so.

A person may also file a complaint directly with the Federal Transit Administration at: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, D.C. 20590.

If information is needed in another language, please call 570-346-2061, extension 1263.
Si se necesita información en otro idioma, por favor llame al 570-346-2061, extensión 1263.