



TITLE VI COMPLAINT FORM

Section I:

Name:

Address:

Telephone (Home/Cell):	Telephone (Work):
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Email:

Do you require an accessible format?	Large Print		Audio Tape	
	TTY/TDD		Other	

Section II:

Are you filing this complaint on your own behalf? *	Yes	No
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*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 filing:

Have you obtained permission from this person?	Yes	No
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Please explain why you are filing for this person:

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 MST?	Yes	No
Contact name:	Telephone number:	
Section V		
Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, check all that apply:		
<input type="checkbox"/> Federal Agency: _____	<input type="checkbox"/> Federal Court: _____	
<input type="checkbox"/> State Agency: _____	<input type="checkbox"/> State Court: _____	
<input type="checkbox"/> Local Agency: _____	<input type="checkbox"/> Local Court: _____	
Please provide contact information for the person you spoke to at the above agency:		
Name:	Title:	
Agency:		
Address:		
Telephone:		

You may attach any written materials or other information that you think is relevant to your complaint. Your signature and date are required below:

Signature _____ Date _____

Monterey-Salinas Transit (MST) operates without regard to race, color, or national origin.

If you need assistance completing this form, contact MST at 888-678-2871 (TTY/TDD 831-393-8911) or email customerservice@mst.org.

If information is needed in another language, contact 1-888-678-2871

Si necesita información en otro idioma, llame al 1-888-678-2871



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

Monterey-Salinas Transit
 Attn: Compliance Analyst/Title VI Coordinator
 One Ryan Ranch Rd.
 Monterey, CA 93940

Title VI Complaint Process

In compliance with U.S. Department of Transportation Title VI regulations (49 CFR Part 21), Monterey-Salinas Transit (MST) operates without regard to race, color, or national origin. Any person who believes he or she has been discriminated against by MST on the basis of race, color, or national origin may file a Title VI complaint.

A Title VI complaint form can be downloaded at www.mst.org or by calling 888-678-2871 (TTY/TDD 831-393-8911). If the complainant is unable to write a complaint, a representative may file on his or her behalf, or MST staff will provide assistance. Complaints must be filed within 180 calendar days of the alleged incident.

1. MST will contact the complainant within 10 business days of receipt of complaint. Any requested information must be received by MST within 5 days of request*.
2. MST will begin the investigation within 15 business days of receipt of complaint if the alleged discrimination is found to be a violation of Title VI regulations.
3. MST will complete the investigation within 60 calendar days of receipt of complaint. If additional time is needed for the investigation, the complainant will be notified. A written investigation report will be prepared, including a summary description of the incident, investigative findings, and recommended corrective action.
4. A closing letter will be provided to the complainant. The complainant will have 5 business days from receipt of the closing letter to file an appeal. If no appeal is filed, the complaint will be closed.
5. MST will forward a copy of the investigation report to the appropriate federal agency, if required.

*MST will process and investigate all complaints that meet the requirements of Title VI discrimination. If the complainant fails to provide required information within the required timeframe, the complaint may be closed.

Complaints may also be filed directly with the Federal Transit Administration, Office of Civil Rights, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590 or online at <http://www.fta.dot.gov/civilrights/12884.html>.

*If information is needed in another language, please call 888-678-2871
Si necesita información en otro idioma, por favor llame a 888-678-2871*

