



Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Town of Suffield Mini Bus Transportation may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Suffield Community Services investigates complaints received not more than 180 days after the alleged incident. Suffield Community Services will process complaints that are complete. A copy of any Title VI complaint received will be forwarded to CTDOT's Title VI coordinator within ten (10) business days of receipt.

Once the complaint is received, Suffield Community Services 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.

Suffield Community Services has 30 days to investigate the complaint. If more information is needed to resolve the case, Suffield Community Services may contact the complainant. The complainant has 10 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 10 business days, Suffield Community Services can administratively close the case. A case can be administratively closed also 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 other action will occur. If the complainant wishes to appeal the decision, she/he has 10 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with CTDOT, Title VI Coordinator, 2800 Berlin Turnpike, P.O. Box 318546, Newington, CT 06131-7546; or the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Suffield Community Services
Mini Bus Transportation
145 Bridge Street
Suffield, CT 06078
(860)668-3844