

## **Procedures How to file a Title VI**

### **Complaint?**

A complainant may file a signed, written complaint up to 180 days from the date of the alleged discrimination. The complaint should include the following information:

Name of individual filing the complaint, mailing address, and contact information (i.e., telephone number, email address, etc.)

How, when, where and why the complainant believes he or she was discriminated against, including the location, names and contact information of any witnesses.

Other information that deemed significant.

The Title VI Complaint Form (see Appendix C) may be used to submit the complaint information. The complaint may be filed in writing with Commonpoint at the following address:

Commonpoint  
Attention: Lisa DeRoche  
58-20 Little Neck Pkwy  
Little Neck NY  
11362

NOTE: Commonpoint encourages all complainants to certify all mail that is sent through the U.S. Postal Service and/or ensure that all written correspondence can be tracked easily. For complaints originally submitted by facsimile, an original, signed copy of the complaint must be mailed to the Title VI Coordinator as soon as possible, but no later than 180 days from the alleged date of discrimination.

**What happens to the complaint after it is submitted?**

All complaints alleging discrimination based on race, color or national origin in a transportation service or benefit provided by Commonpoint will be directly addressed. Commonpoint shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, Commonpoint shall make every effort to address all complaints in an expeditious and thorough manner.

A letter acknowledging receipt of complaint will be mailed within seven days (Appendix D). Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

**How will the complainant be notified of the outcome of the complaint?**

Commonpoint will send a final written response letter (see Appendix E or F) to the complainant. In the letter notifying complainant that the complaint is not substantiated (Appendix F), the complainant is also advised of his or her right to 1) appeal within seven calendar days of receipt of the final written decision from Commonpoint, and/or 2) file a complaint externally with the U.S. Department of Transportation and/or the FTA. Every effort will be made to respond to Title VI complaints within 60 working days of receipt of such complaints, if not sooner.

In addition to the complaint process described above, a complainant may file a Title VI complaint with the following offices:

Federal Transit Administration Office of Civil Rights  
Attention: Title VI Program Coordinator  
East Building, 5th Floor – TCR  
1200 New Jersey Ave., SE  
Washington, DC 20590

**List of investigations, complaints, or lawsuits filed since the time of the last submission of a Title VI Plan:** There have been no investigations, complaints or lawsuits filed.

## **VI. Four Factor Analysis and Language Assistance Plan**

Commonpoint has a language Assistance Plan based on the Four Factor Analysis that defines what action the agency will take when someone is identified with a limited English proficiency.

## **VII. Community Outreach and Public Participation Plan**

Working closely with our other off-site hubs.

Maintaining a Customer Complaint Process. Citizens may call our main office at (718) 225-6750 to lodge a complaint or comment. All complaints/comments are distributed to the relevant supervisor who researches the complaint and responds back to the citizen.

General Awareness and Surveys. Customer satisfaction surveys are completed by participants who use Commonpoint services. Customers may give opinions on service and other related issues.

Community and Senior adult committee meetings.

## **Title VI Equity Analysis**

Commonpoint has no plans for construction of facilities currently. However, should the organization plan to construct a vehicle storage facility, vehicle maintenance building or similar structure in the future, the agency will comply with the provisions outlined.