



Civil Rights Complaint Process

How to file a Complaint?

Please complete, sign and send the complaint form to the Operations Review & Policy Compliance Manager at the address noted on the complaint form. Rio Metro Regional Transit District (RMRTD) encourages the use of certified mail through the U.S. Postal Service or equivalent delivery to ensure that all written correspondence can be easily tracked. The signed complaint form must be received within one hundred and eighty (180) days from the date of the alleged discrimination.

What happens to the complaint after it is submitted?

All written complaints alleging discrimination based on race, color, national origin or disability in a service provided by RMRTD will be responded to in writing. RMRTD will provide, to the maximum extent feasible, appropriate assistance to complainants, including assistance to those persons with disabilities, or to those who are limited in their ability to communicate in English.

A letter acknowledging the receipt of a complaint will be mailed within thirty (30) business days of receipt of the complaint. Concurrently, a preliminary investigation will be initiated which may include written interviews with the involved parties and a request for additional information from the complainant. Failure to provide the requested information may result in the administrative closure of the complaint and no further action will be required by RMRTD.

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

RMRTD will make every effort to send a written response to the complainant as to the substantiality of the complaint within thirty (30) days after issuing acknowledgement of receipt of the complaint or the receipt of additional information, whichever is later. In the case where the complaint is substantiated, the written response will indicate what remedial efforts are being developed and implemented in order to mitigate disparate treatment. If the complaint is not substantiated, the complainant has the right to appeal the written response within ten (10) business days. Appeals in this instance must be submitted in writing and must include new information not previously considered in the original complaint. Contingent upon the specifics related to the complaint, appeal investigations may include further findings of fact, a hearing or other appropriate mechanisms, which will result in a final written determination rendered, if feasible, within one hundred eighty (180) days of receipt of the appeal request. The complainant also may file a complaint externally with the Federal Transit Administration of the U.S. Department of Transportation (<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/civil-rightsada>) within one hundred and eighty (180) days of the alleged discrimination.