

JEFFTRAN

Title VI Complaint Procedure

- 1) Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation prohibited by the Title VI section of the Civil Rights Act of 1964 may file a complaint with *JEFFTRAN* at the Department of Community Development, John G. Christy Municipal Building, 320 McCarty Street, Jefferson City, MO 65101. The complainant may also file complaints with the Federal agency providing funding to the program, such as the Federal Highway Administration or the Federal Transit Administration if so desired.
- 2) All complaints submitted to *JEFFTRAN* shall be referred to the City of Jefferson Department of Community Development. Complaints received by *JEFFTRAN* and forwarded to the City of Jefferson shall if possible, be resolved informally. However, if the issue is not satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the complainant may do so.
- 3) Copies of the *JEFFTRAN* Title VI Complaint Procedure are available at *JEFFTRAN* offices and on the City of Jefferson's website, along with related information, and complaint forms. These items may also be requested by mail, phone or in person at:
- 4)
 - JEFFTRAN*
c/o Department of Community Development
John G. Christy Municipal Building
320 McCarty Street
Jefferson City, MO 65101
Phone: (573) 634-6410, Fax: (573) 634-6457
www.jeffcitymo.org/transit
- 5) *JEFFTRAN* and the City of Jefferson will maintain a record of all complaints received by *JEFFTRAN* and will include the following information:
 - a) Name of complainant
 - b) Name of respondent
 - c) Basis of the complaint, i.e., race, color, national origin, sex, age, disability, religion, familial status or retaliation
 - d) Date the complaint was received by *JEFFTRAN*
 - e) Actions taken by *JEFFTRAN*
 - f) Final resolution results