

Habersham County Transit

## NOTICE TO THE PUBLIC

### Regarding Title VI of the Civil Rights Act

<b>Office Location:</b>	6257 Hwy 115 Clarkesville, GA 30523
<b>Web Page:</b>	<a href="http://www.habershamga.com/transit">http://www.habershamga.com/transit</a>
<b>Contact:</b>	Jason Hewell 678-897-0007 jmhewell@habershamga.com

#### Terms

*HCT*: Habersham County Transit

*CRA*: Title VI of the Civil Rights Act

*LOF*: Letter of finding

#### Statement of Non-discrimination

Habersham County Transit (hereinafter referred to as “*HCT*”) operates programs without regard to race, color, national origin, age, disability, family or religious status in accordance with Title VI of the Civil Rights Act (hereinafter referred to as “*CRA*”).

#### Program Information

For learn more about the *HCT* civil rights program or the procedures to file a complaint, contact *HCT* using the information in the box above.

For more information on the services that *HCT* provides, visit *HCT*’s web page (shown in the box above).

#### Filing *CRA* Complaints

Any person who believes that *HCT* discriminated against him/her in violation of the *CRA* may file a complaint by:

- Filling out **completely** a *CRA* Complaint Form (obtainable at the *HCT* office [address in the box above])
- Submitting the form **no more than 180 days** after the alleged incident occurred

#### Investigation Procedures

Once the complaint is received, *HCT* will review it to determine if it has jurisdiction. The complainant will receive an acknowledgment letter informing him/her whether the complaint will be investigated by our office.

If *HCT* has jurisdiction over the case, the office has ninety (90) days to investigate the complaint. If more information is needed, *HCT* may contact the complainant via letter. Within ten (10) business days of the date of the letter, the complainant must:

- Send the requested information to the investigator assigned to the case, or
- Contact the investigator

### **Case Resolution**

A case may be administratively closed by *HCT* if:

- Within ten (10) business days of the date of the letter requesting information, the investigator is not contacted and does not receive the information, or
- The complainant no longer wishes to pursue the case

For open cases within *HCT's* jurisdiction, after a review of the complaint, one of two letters will be sent to the complainant:

- Closure letter, which
  - Summarizes the allegations
  - States that there was no *CRA* violation
  - Closes the case, or
- Letter of finding (hereinafter referred to as "*LOF*"), which
  - Summarizes the allegations and the interviews regarding the alleged incident
  - Explains what action (if any) will be taken, which may be
    - Disciplinary
    - Additional training of staff
    - Other
  - Closes the case

### **Appeals**

An appeal may be filed within seven (7) days from the time the complainant receives the closure letter or the *LOF*.

### **Postings**

This notice, which includes the complaint procedures, will be posted at various locations to apprise the public of *HCT's* obligations under *CRA* and to inform them of the protections afforded them under *CRA*. At a minimum, the notice will be posted in public areas of *HCT's* office and on *HCT's* web page.

Additionally, *HCT* will post the notice at various locations on routes and on the transit vehicles. The Notice to Public will also be posted at Habersham County's Administrative Offices.