



Bristol Tennessee Transit

Title VI Nondiscrimination Statement

The City of Bristol Tennessee (Bristol Tennessee Transit) ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, part 26; related statutes and regulations to the end that no person shall be excluded from participation in or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation on the grounds of race, color, or national origin.

Any person who believes he or she has been discriminated against may file a complaint with the City of Bristol Tennessee (Bristol Tennessee Transit complaint procedures can be found at www.bristoltn.org/142/transit) or complaints can be filed directly with the Tennessee Department of Transportation or Federal Transit Administration. For additional information, please contact:

City of Bristol Tennessee
Administration, Title VI Coordinator
108 Anderson Street
Bristol, TN 37620
423-989-5525

Tennessee Department of Transportation
Civil Rights Office
505 Deaderick Street
Suite 1800, James K. Polk Building
Nashville, TN 37243-0347
(615) 741-3681 or Toll Free 1-888-370-3647

Federal Transit Administration
Office of Civil Rights, Title VI Program
East Building, 5th Floor-TCR
1200 New Jersey Avenue, SE
Washington DC 20590

If information is needed in another language, please call 423-989-5525.

**CITY OF BRISTOL TENNESSEE / BRISTOL TENNESSEE TRANSIT
TITLE VI NONDISCRIMINATION COMPLAINT PROCEDURES**

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by the City of Bristol Tennessee, hereinafter call the "CITY", or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that **does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.**

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Representative for the CITY may be utilized for resolution, at any stage of the process. The Title VI Representative for the CITY will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

Procedures

1. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint with the Title VI Representative of the CITY. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements.
 - a) Complaint shall be in writing and signed by the complainant(s).
 - b) Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
 - c) Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complained-of incident.
 - d) Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established. **The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for the CITY to be able to process it.**
 - e) Allegations received by telephone will be reduced to writing and provided to complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to the CITY for processing.

2. Upon receipt of the complaint, the Title VI Representative of the CITY will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of CITY's sub-recipients of Federal funds, the CITY will assume jurisdiction and will investigate and adjudicate the case. Complaints against the CITY will be referred to Tennessee Department of Transportation (TDOT) or the appropriate Federal Agency for proper disposition pursuant to their procedures.
3. In order to be accepted, a complaint must meet the following criteria:
 - a) The complaint must be filed within 180 calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
 - b) The allegation(s) must involve a covered basis such as race, color, national origin.
 - c) The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.
4. A complaint may be dismissed for the following reasons:
 - a) The complainant requests the withdrawal of the complaint.
 - b) The complainant fails to respond to repeated requests for addition information needed to process the complaint.
 - c) The complainant cannot be located after reasonable attempts.
5. Once the CITY decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within seven calendar days. The complaint will receive a case number and will then be logged into CITY's records identifying its basis and alleged harm.
6. In cases where the CITY assumes the investigation of the complaint, the CITY will provide the respondent with the opportunity to respond to the allegations in writing. The respondent will have 10 calendar days from the date of the CITY's written notification of acceptance of the complaint to furnish his/her response to the allegations.
7. The CITY's final investigative report and a copy of the complaint will be forwarded to FHWA (or appropriate Federal Agency) and affected parties within 60 calendar days of the acceptance of the complaint.
8. The CITY will notify the parties of its final decision.
9. If complainant is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of the right to appeal to TDOT (or appropriate Federal Agency).

**Bristol Tennessee Transit
Title VI Complaint Form**

Note: The following information is needed to assist in processing your complaint.

Complainant's Information:

Name: _____
Address: _____
City/State/Zip Code: _____
Telephone Number: _____
Email: _____

Person Discriminated Against (if someone other than complainant)

Name: _____
Address: _____
City/State/Zip Code: _____
Telephone Number: _____
Email: _____

Which of the following best describes the reason you believe the discrimination took place?

Race/Color (Specify) _____
National Origin (Specify) _____

On what date(s) did the alleged discrimination take place? _____

Describe the alleged discrimination. Explain what happened and who you believe was responsible (if additional space is needed, add attachment sheet of paper).

List names and contact information of persons who may have knowledge of the alleged discrimination.

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court? Check all that apply.

Federal Agency _____
State Agency _____
Local Agency _____

Federal Court _____
State Court _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____
Address: _____
City/State/Zip Code: _____
Email: _____

Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant Signature

Date

Submit form and any additional information to:

City of Bristol Tennessee
Administration, Title VI
801 Anderson Street
Bristol, TN 37620
Phone: 423-989-5525
Fax: 423-967-7197

Title VI Complaints can also be filed directly with the Tennessee Department of Transportation or Federal Transit Administration

TDOT Civil Rights Office
505 Deaderick St., Suite 1800
Nashville, TN 37243
Phone: 615-741-3681
Fax: 615-741-3169

Federal Transit Administration
Office of Civil Rights, Title VI
East Building, 5th Floor-TCR
1200 New Jersey Avenue, SE
Washington DC 20590