



Terrebonne Parish Consolidated Government

Good Earth Transit

Civil Rights Complaint Procedures

This section outlines the civil rights complaint procedures related to providing programs, services, and benefits. However, it does not deny the complainant the right to file formal complaints with Terrebonne Parish Consolidated Government, Equal Employment Opportunity Commission, and Federal Transit Administration, or seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.

Title VI of the Civil Right Acts of 1964 prohibits discrimination on the basis of race, color, or national origin in programs receiving federal assistance. The Americans with Disabilities Act of 1990 (ADA) is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else.

General

Any person who believes that he or she, individually or as a member of any specific class or persons, has been subjected to discrimination on the basis of a disability, race, color, or national origin as noted below may file a written complaint with Terrebonne Parish Consolidated Government, 137 Intracoastal Drive, Houma, LA 70363. Complainants have the right to complain directly to the appropriate federal agency. Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Federal Transit Administration/State of Louisiana of all civil rights related complaints as well as all resolutions.

Procedure

1. The complaint must meet the following requirements:

- a. Complaint shall be in writing and signed by the complainant(s). In cases where complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Civil Rights Committee will interview the complainant and assist the person in converting verbal complaints in writing. All complaints must, however, be signed by the complainant or his/her representative.
 - b. Include the date of the alleged act of discrimination date when the complainants became aware of the alleged act of discrimination; or the date on which the conduct was discontinued or the latest instance of conduct.
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - d. Federal and state law requires complaints be filed with 180 calendar days of the alleged incident.
2. Upon receipt of the complaint, the Civil Rights Coordinator will determine its jurisdiction, acceptability, as well as need for additional information.
3. The complainant will be provided with a written acknowledgment that Terrebonne Parish Consolidated Government has either accepted or rejected the complaint.
4. A complaint must meet the following criteria for acceptance:
 - a. The Complaint must be filed within 180 days of the alleged occurrence.
 - b. The allegation must involve a covered basis such as disability, race, color, or national origin.
 - c. The allegation must involve Terrebonne Parish Consolidated Government service of a Federal-Aid recipient, sub recipient, or contractor.
5. 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 additional information needed to process the complaint.
 - c. The Complainant cannot be located after reasonable attempts.
6. If the Civil Rights Committee decides to accept the complaint for investigation, the complainant will be notified in writing of such determination. The complaint will receive a case number and will then be logged in a database identify: complaint's name, basis, alleged harm, disability, race, color, and national origin of the Complainant.
7. In cases where the Civil Rights committee assumes the investigation of the complaint, within 90 calendar days of the acceptance of the complaint, Civil Rights Committee will

prepare an investigate report for review by the Civil Rights Coordinator. The report shall include a narrative description of the incident, identification of person interviewed, findings, and recommendations for dispositions.

8. The investigative report and its findings will be reviewed by the Civil Rights coordinator and in some cases the investigative report and findings will be reviewed by Terrebonne Parish Consolidated Government Legal Counsel. The report will be modified as needed.
9. The Civil Rights Coordinator/Legal Counsel will make a determination on the disposition of the complaint. Dispositions will be stated as follows:
 - a. In the event the Parish is in noncompliance with Civil Rights regulations, remedial actions will be listed.
10. Notice of Parish's determination will be mailed to the Complainant. Notice shall include information regarding appeal rights of Complainant and instructions for initiating such an appeal. Notices of appeals are as follows:
 - a. Civil Rights committee will reconsider this determination, if new facts come to light.
 - b. If Complainant is dissatisfied with the determination and/or resolution set forth by Civil Rights committee, the same complaint may be submitted to the FTA for investigation. Complainant will be advised to contact the Federal Transit Administration, Office of Civil Rights, 1200 New Jersey Ave, SE, Washington, DC 20590, telephone (888) 446-4511.
11. A copy of the complaint and Terrebonne Parish Consolidated investigation report/letter of finding and Final Remedial Action Plan, if appropriate will, issued to FTA and State of Louisiana within 120 days.
12. A summary of the complaint and its resolution will be included as part of Civil Rights update to the FTA and State of Louisiana.

Recordkeeping Requirement

The Civil Rights Coordinator will ensure that all records relating to Terrebonne Parish Consolidated Government's Civil Rights Complaint Process are maintained with department records.

Records will be available for compliance review audits.