

KEY WEST TRANSIT
TITLE VI COMPLAINT PROCEDURE

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by Key West Transit (KWT) may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form(s). KWT investigates complaints received no more than 180 days after the alleged incident. KWT will process complaints that are complete.

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

Key West Transit has 30 days to investigate the complaint. If more information is needed to resolve the case, KWT may contact the complainant. The complainant has twenty (20) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within twenty (20) business days, KWT can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegation and the interviews regarding the alleged incident, and explains whether any disciplinary actions, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has ten (10) days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave. SE, Washington, DC 20590.