

Title VI Complaint Procedures

Miami-Dade Community Action and Human Services Department

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color or national origin in programs and activities receiving federal financial assistance. Specifically, Title VI provides that “no person in the United States shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” (42 U.S. C. Section 2000d) The FTA Office of Civil Rights is responsible for civil rights compliance and monitoring to ensure non-discriminatory provision of transit services.

Miami-Dade County Community Action and Human Services Department Transportation Unit (CAHSD) is committed to providing transportation services to the public regardless of race, color or national origin.

Complaint Procedures

The following procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by CAHSD 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 possible level. The option of informal mediation meeting(s) between the affected parties and the investigator may be utilized for resolution, at any stage of the process. CAHSD will make every effort to pursue a resolution of the complaint.

Any person who believes himself, herself or any specific class of persons to be subjected to discrimination based on race, color, or national origin, may by himself or by a representative file a written complaint with FTA. A complaint must be filed no later than 180 days after the date of the alleged discrimination.

Miami-Dade County Community Action and Human Services Department Transportation Unit is responsible for the following:

1. Monitoring complaints investigated by the field to ensure their resolution;
2. Ensuring that complaints are investigated and a finding issued within 60 days of receipt
3. For a complaint against CAHSD to be considered timely, it must first be filed within 180 calendar days after the alleged incident has occurred.

Written Complaint

1. CAHSD Transportation Unit intake staff receives copy of written complaint. The complaint form can be printed.

2. Pertinent information from written complaint inputted into Info the transportation system; (5 days)
3. CAHSD Transportation Coordinator monitors complaint status in transportation system until resolution reached and customer notified; (45 days)
4. Monthly report generated and distributed as necessary.
5. Review the findings of investigation for appropriate action.

Via Telephone

1. CAHSD Transportation Coordinator listens to phone messages taken from afterhours complaint line 786-469-4666.
2. Pertinent information from Title VI Nondiscrimination Program Complaint of Discrimination form inputted into transportation system; (2 days)
3. CAHSD Transportation Coordinator monitors complaint status in transportation system until resolution reached and customer notified; (45 days)
4. Monthly report generated and distributed as deemed necessary.
5. Review the findings of the investigation for appropriate action.

Appeals

If Miami-Dade County Community Action and Human Services Department Transportation Unit concludes that the respondent is in compliance with laws/regulations and the complainant disagrees, the complainant may, if dissatisfied, file an action with the Federal Transit Authority (FTA).