

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 MDT 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. MDT 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 on the basis of 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.

The MDT Office of Civil Rights and Labor Relations (OCR/LR) 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. In order for a complaint against MDT to be considered timely, it must first be filed within 180 calendar days after the alleged incident has occurred.

Written Complaint

1. OCR/LR Intake staff receives copy of written complaint. The complaint form can be downloaded ([/transit/library/title-vi-discrimination-form.pdf](#)) and printed.
2. Pertinent Information from written complaint inputted into Info Com system; (5 days)
3. OCR/LR staff monitors complaint status in Info Com 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. OCR/LR intake staff listens to phone messages taken from after hours complaint line 305-375-1952.
2. Pertinent information from Title VI Nondiscrimination Program Complaint of Discrimination form inputted into Info Com system; (2 days)
3. OCR/LR staff monitors complaint status in Info Com 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.

311 System

1. Customer(s) can place a complaint by calling 3-1-1 (or or 305-468-5900). TDD Service (persons who are deaf or with hearing impairments): 305-468-5402.
2. Call takers take complaint.
3. Pertinent Information from complaint inputted into Info Com system; (2 days)
4. OCR/LR staff monitors complaint status in Info Com system until resolution reached and customer notified; (45 days)
5. Monthly report generated and distributed as deemed necessary.
6. Review the findings of the investigation for appropriate action.

Appeals

If Miami-Dade Transit 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).

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