



Title VI Complaint Procedures

It is the policy of Bayway under Title VI of the Civil Rights Act of 1964, as amended, that no person in the United States shall, on the basis of race, color or national origin be excluded from participation in, be denied the benefits of, or otherwise subjected to discrimination or retaliation under any federally or non-federally funded program or activity administered by this agency or its sub-recipients.

Any person who believes he or she has been discriminated against by Bayway may file a Title VI complaint by completing and submitting a Title VI complaint form.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 180 days after the alleged incident to:

Sandra Culbreth, Title VI Coordinator
1010 Cone Avenue Panama City, Florida 32401
(850) 248-8161 phone
sculbreth@baycountyfl.gov

Bayway will only process and investigate complete complaints received no more than 180 days after the alleged incident.

The following procedures will be followed to investigate formal Title VI complaints:

1. Once the complaint is received, Bayway will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter or email informing her/him whether the complaint will be investigated by our office.
2. Bayway has 60 days to investigate the complaint. If more information is needed to resolve the case, Bayway may contact the complainant. The complainant has 10 business days from the date of contact 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 10 business days, Bayway can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.
3. After the investigator reviews the complaint, he/she will issue one of two determination letters/emails to the complainant: a closure letter/email or a letter/email of finding. A closure letter/email summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. A letter/email of finding summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, he/she has 30 days to do so from the time he/she receives the closure letter/email or the letter/email of finding.
4. The complainant may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, East Building, 5th Floor TCR, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590

The complaint procedure is available to the public at the Bayway Administration and Meeting Facility, on the Bayway website at BaywayTransit.org.



Complaint of Title VI Discrimination

Bayway is committed to ensuring that no person is excluded from participation in, or denied the benefits of, its transit program, policy or activity on the basis of race, color or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. If you feel that you have been subjected to discrimination under Title VI, please complete the form below or contact the ADA Coordinator, Sandra Culbreth at (850) 248-8161 or sculbreth@baycountyfl.gov

Section I:

Complainant(s) Name:

Complainant(s) Address:

Telephone (Home):

Telephone (Work):

Email Address:

Accessible Format Requirements:

Large Print

TDD

Audio Tape

Other

Section II:

Are you filing this complaint on your own behalf?

Yes

No

**If you answered "yes" to this question, go to Section III.*

If not, please supply your name and relationship to the complainant (e.g., friend, attorney, parent, etc.):

Name:

Relationship:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:

Yes

No

Section III:

I believe the discrimination I experienced was based on (check all that apply):

Race

Color

National Origin

Date of Alleged Discrimination:

Have you filed a complaint with any Federal, State, or Local agency/court?

Yes

No

If you answered yes to the above question, please check all that apply:

Federal Court/Agency

State Court/Agency

Local Court/Agency

Other:



Explain as clearly as possible what happened and why you believe you have been discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witness.

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

I hereby swear/affirm that the information that I have provided regarding this Title VI Complaint is true and correct to the best of my knowledge, information, and belief.

Complainant/Representatives Signature

Date: