South East Texas Regional Planning Commission

**South East Texas Transit**

**Title VI Complaint Procedures**

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

In order to be processed, signed original complaint forms must be mailed to or hand delivered to:

 South East Texas Regional Planning Commission

 Transportation and Environmental Resources Department

 Transportation Program Manager

 2210 Eastex Freeway

 Beaumont, Texas 77703

Upon request, reasonable accommodations will be made for persons who are unable to complete the complaint form due to disability or limited-English proficiency. A complaint may also be filed by a representative on behalf of the complainant.

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

The SETT has 14 days to investigate the complaint. If more information is needed to resolve the case, the SETT may contact the complainant. The complainant has 7 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 10 business days, the SETT can administratively close the case. A case can be administratively closed also 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. A LOF 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, she/he has 14 days after the date of the letter or the LOF to do so.

Completed complaint forms will be logged into a complaint tracking spreadsheet; basic data will be maintained on each complaint received, including name of complainant, basis of complaint and any actions taken.

Persons who are not satisfied with the findings of the South East Texas Regional Planning Commission may seek remedy from other applicable state or federal agencies.

If information is needed in another language, please contact 409-899-8444.