



Title VI of the Civil Rights Act of 1964 Complaint Procedure for Doral Trolley System

Any person who believes he or she has been discriminated against on the basis of race, color or national origin by the City of Doral Trolley System may file a Title VI complaint by completing and submitting the City's Title VI Complaint form. The form is available on the City's website: www.cityofdoral.com.

The City investigates complaints received within ten (10) days from the date of the alleged incident. The City will only investigate complaints that are complete. The City will endeavor to complete the investigation within thirty (30) days of its receipt of the complaint, however, a longer period may be necessary based on the circumstances of the alleged incident.

The City will make a prompt investigation when a complaint indicates a possible violation of Title VI. The investigation may include interviews with the complainant and witnesses and review of the records or documents relevant to the complaint. If the investigation determines that a Title VI violation occurred, the City will take prompt corrective action to address the issue.

If more information is needed to investigate the complaint, the City may contact the complainant, who will have seven (7) days to submit the additional information. If the complainant does not submit the information, the City may close the case. The City may also close the case if the complainant no longer wishes to pursue the complaint.

After completion of the investigation, the City will issue a written notice to the complainant concerning the investigation results and the corrective action, if applicable. If the complainant wishes to appeal investigation determination, she or he has ten (10) from the date of the written notice.

A person may also file a complaint directly with the Federal Transit Administration within 180 days of the alleged incident. The complaint must be filed with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC 20590.

If information is needed in another language, please contact 305-593-6740.

Para recibir esta información en español, por favor llame al 305-593-6740.

Pou infòmasyon nan yon lòt langaj, silvouplè kontakte 305-593-6740