

## CLEMSON AREA TRANSIT TITLE VI PROGRAM

### III. COMPLAINT PROCEDURES

#### a. Introduction

These procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by Clemson Area Transit 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. Clemson Area Transit will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will include requests for information regarding specific relief and settlement options.

#### b. Filing

Any person who believes that he or she or any specific class of persons has been subjected to discrimination that is prohibited by Title VI of the Civil Rights Act of 1964, its amendments and related statutes, by Clemson Area Transit in its role of planning and programming of federal funds, may submit a written complaint to Clemson Area Transit's Title VI Program Coordinator. Any such complaint must be in writing and filed with CAT within 180 days following the date of the alleged discriminatory occurrence. The complaint must meet the following criteria:

- Complaints must be in writing and signed by the complainant(s).
- Complaints must include the date of the alleged act(s) of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which the conduct was discontinued or the latest instance of the conduct.
- Complaint must present a detailed description of the issues, including names, job titles, and addresses of those individuals perceived as parties in the action complained against.

Clemson Area Transit Title VI Discrimination Complaint Form is available by calling (864) 654-2287. See Attachment C.

Complaint forms can be submitted via mail, fax, or email as described below:

Clemson Area Transit dba City of Clemson

200 West Lane

Clemson, SC 29631

Fax: (864) 653-2066

Email: [hlollis@cityofclemson.org](mailto:hlollis@cityofclemson.org)