

Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Eastern Connecticut Transportation Consortium, Inc. (hereinafter referred to as "the ECTC") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The ECTC investigates complaints received no more than 180 days after the alleged incident. ECTC will process complaints that are complete.

Once the complaint is received, the ECTC 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 ECTC has 45 days to investigate the complaint. If more information is needed to resolve the case, the ECTC may contact the complainant. The complainant has 10 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, ECTC 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 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. An 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 10 days after the date of the letter or the LOF to do so.

ECTC will notify CTDOT of any Title VI complaints filed against ECTC within 10 business days of receipt.

A person may also file a complaint directly with:

Filing a complaint with ECTC:

John Roode III, Title VI Coordinator or Sandra Odgers, Associate Title VI Coordinator
Eastern Connecticut Transportation Consortium
601 Norwich New London Turnpike, Suite 1
Uncasville, CT 06382

Filing a complaint with CTDOT:
Connecticut Department of Transportation

Attention: Debra Goss, Title VI Coordinator
2800 Belin Turnpike
Newington Connecticut 06111
Email:Debra.goss@ct.gov

Federal Transit Administration (FTA) Title VI complaints may be filed
Directly to:
FTA Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590