



GREATER ATTLEBORO TAUNTON REGIONAL TRANSIT AUTHORITY
TITLE VI/ADA COMPLAINT PROCEDURE

Any person who believes that they, or any specific class of persons, has been subjected to discrimination or retaliation based on race, color or national origin prohibited by the Title VI section of the Civil Rights Act of 1964 or under the Americans with Disabilities Act a person with a disability may file a complaint with the Greater Attleboro Taunton Regional Transit Authority (GATRA), 10 Oak Street, 2nd Floor, Taunton, MA 02780 Attn: Mary Ellen A. DeFrias, Administrator. The complainant may also file complaints with the Federal Transit Administration if so desired. Such complaints must be filed within 180 calendar days after the date the person believes the discrimination occurred.

Verbal and non-written complaints received by GATRA shall be resolved informally by GATRA's Customer Service Department.

The GATRA Customer Service Department will maintain a log of all verbal and non-written complaints received. The log will include the following information:

- Name of Complainant.
- Basis of Complaint (i.e., race, color, national origin, or disability)
- Date alleged discrimination took place
- Date complaint was received by GATRA
- Details about the discrimination that occurred

Complainants, or their representative, may file a written complaint with GATRA at any time within one hundred and eighty (180) days from the date of the alleged discriminatory act. If unable to file the complaint in writing due to a disability please contact the Administration Office by phone or email for assistance.

All written complaints should include the following information:

- Name, address, and phone number of the Complainant
- Name, address, phone number, and relationship of representative to complainant (if applicable)
- Basis of complaint (i.e., race, color, national origin, or disability)
- Date alleged discrimination took place
- Details about the discrimination that occurred

When a written complaint is received by the Administrator it will be immediately date stamped and reviewed. Within ten (10) days, GATRA will confirm receipt of the complaint and inform the Complainant of the process.

Within sixty (60) days, should the complaint be found to have merit, GATRA shall start an

investigation of the allegation to determine whether there is reason to believe that a failure to comply with Title VI of the Civil Rights Act of 1964 as amended has occurred. In addition, GATRA will provide a written recommendation for action.

Within ninety (90) days, GATRA will notify the Complainant in writing of the final decision reached, including the proposed resolution of the matter. This notification will also advise the Complainant of their right to file a formal complaint with the Federal Transit Administration at the following address:

Civil Rights Officer
Federal Transit Administration – Region 1
55 Broadway
Cambridge, MA 02142

Title VI and ADA complaints will be kept on file for 5 years. In the event the case goes to litigation the file is kept permanently.

