

## **Santa Fe Trails Title VI Complaint Process**

When a complaint is received, the following measures will be taken to resolve Title VI complaints:

- 1) A formal complaint must be filed within 180 calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating official, basis of complaint (race, color, national origin), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. The Santa Fe Trails strongly encourages the use of the attached *Santa Fe Trails Title VI Complaint Form* when filing official complaints.

The preferred method is to file your complaint in writing using the *Santa Fe Trails Title VI Complaint Form*, and sending it to:

Title VI Coordinator  
Administration and Grants Management  
Santa Fe Trails  
2931 Rufina Street  
Santa Fe, NM 87507

or NMDOT  
Program Manager  
Civil Rights and Business Resource Center  
1570 Pacheco Street, Building A-10  
Santa Fe, NM 87505  
505-470-6739

or Federal Transit Administration  
Region 6  
Attn: Civil Rights Officer  
819 Taylor Street  
Room 14A02  
Fort Worth, TX 76102  
817-978+0567

- 2) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the Santa Fe Trails Title VI Coordinator. Under these circumstances, the complainant will be interviewed, and the Santa Fe Trails Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.
- 3) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant, within ten (10) calendar days by registered mail.

- 4) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided 60 calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.
- 5) Within 15 calendar days from receipt of a complete complaint, the Santa Fe Trails will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the complainant or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of the Santa Fe Trails' jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6) When the Santa Fe Trails does not have sufficient jurisdiction, the Director of Administration and Grant Manager or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.
- 7) If the complaint has investigative merit, the Director of Administration and Grant Manager or his/her authorized designee will instruct the Title VI Coordinator to fully investigate the complaint. A complete investigation will be conducted, and an investigative report will be submitted to the Director of Administration and Grant Manager within 60 calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the Title VI Coordinator will notify the appropriate authorities, and an extension will be requested.
- 8) The Director of Administration and Grant Manager or his/her authorized designee will issue letters of finding to the Complainant and Respondent within 90 calendar days from receipt of the complaint.
- 9) If the Complainant is dissatisfied with the Santa Fe Trails resolution of the complaint, he/she has the right to file a complaint with the NMDOT Title VI Coordinator or FTA Region 6 Civil Rights Officer. (Contact information in Section 1)

FTA Complaint procedures can also be found on the FTA web site at: [www.fta.dot.gov](http://www.fta.dot.gov). These procedures are also outlined in FTA Circular 4702.1B, Chapter IX.