

Title VI Complaint Procedure

Any person that believes that he or she has been discriminated against on the basis of race, color, or national origin by the City of Beaumont's public transit system (hereinafter referred to as "BMT") may file a Title VI complaint by completing and submitting BMT's Title VI Complaint Form. This form can be found at the bottom of this document. BMT investigates complaint received no more than 180 days after the alleged incident. BMT will only process complaints that are complete.

Once the complaint is received, it will be reviewed to determine if the BMT office has jurisdiction. The complainant will be sent an acknowledgement letter informing him/her whether or not the complaint will be investigated by BMT.

BMT has thirty (30) days to investigate the complaint. If more information is needed to resolve the case, then BMT may contact the complainant by letter with signature confirmation. The complainant will then have ten (10) business days from the date of receipt of the letter in order to provide any requested information to the assigned investigator. If the information is not received by the ten (10) business days from the complainant, then BMT can administratively close the case. The case may also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, he/she will issue one of two letters to the complainant with signature confirmation; (1) a closure letter, or (2) 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 interviews regarding the alleged incident, and explains whether or not any disciplinary action, additional training of the employee, or other action will occur. If the complainant wishes to appeal the decision, he/she has ten (10) business days from receipt of the letter to do so.

A person may file a complaint directly with the Federal Transit Administration (FTA) at FTA Office of Civil Rights, Attention: Title VI Coordinator, 1200 New Jersey Ave., SE, Washington, DC 20590.