

Notifying the Public of Rights Under Title VI

SCARC, Inc.

- **SCARC, Inc. operates its transportation services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice related to transportation and under Title VI may file a complaint with SCARC, Inc.**
- **For more information on SCARC's civil rights program for transportation, and the procedures to file a complaint, call us at 973-383-7442, or email us via the www.scarc.org website, or visit our administrative office at 11 U.S. Route 206, Suite 100, Augusta, NJ 07822. For more information visit www.scarc.org.**
- **A complainant may file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington, DC 20590.**
- **If information is needed in another language call 973-383-7442.**

Title VI Transportation Non-Discrimination Complaint Procedure

Any person desiring transportation by SCARC, Inc. who believes she or he has been discriminated against on the basis of race, color, or national origin by SCARC, may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. SCARC investigates complaints received no more than 180 days after the alleged incident. SCARC will process complaints that are complete.

Once the complaint is received, SCARC 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.

SCARC has 30 days to investigate the complaint. If more information is needed to resolve the case, SCARC may contact the complainant. The complainant has 5 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 5 business days, SCARC 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 the 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 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington DC 20590.

SCARC, INC. – TITLE VI TRANSPORTATION NON-DISCRIMINATION COMPLAINT FORM

Note: The following information is needed to assist in processing your complaint

A. Complainant's Information

Name: _____

Address: _____

City/State/Zip Code: _____

Telephone (Home): _____

(Work): _____

Email Address: _____

Accessible Format Requirements?

- Large Print
- TDD
- Audio Tape
- Other

B. Person discriminated against (if someone other than complainant)

Name: _____

Address: _____

City/State/Zip Code: _____

Telephone (Home): _____

(Work): _____

Email Address: _____

Relationship to the person for whom you are complaining: _____

Please explain why you have filed for a third party: _____

F. Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? Check all that apply.

- Federal Agency
- Federal Court
- State Agency
- State Court
- Local Agency

If you have checked above, Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Address: _____

City/State/Zip Code: _____

Telephone (Home): _____

(Work): _____

Email Address: _____

G. Please sign below. You may attach any written or other information that you think is relevant to your complaint.

Signature: _____

Date:

Attachments: Yes _____ No _____

H. Submit form and any additional information to:

SCARC, Inc.
Human Resources Department
11 US Route 206, Suite 100
Augusta, New Jersey 07822