

Procedures for complaints

SCCT has developed procedures for investigating and tracking Title VI complaints filed against SCCT. The Discrimination Complaint Process information is available at the SCCT's Office located at: Sherman County Courthouse, 500 Court Street, Moro, Oregon 97039 for the Discrimination Complaint process.

These procedures are as follows:

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Sherman County Community Transportation may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form (Appendix B). The completed form may be submitted by mail, drop off or email and must be received within 180 days after the alleged incident occurred.

Once the complaint is received, the Sherman County Title VI Officer will review the complaint and forward immediately to the legal department of City County Insurance Services for investigation. Complaints may also be filed with:

ODOT-Civil Rights Office
FHA-Federal Highway Administration
FTA-Federal Transit Administration
USDOT-U.S. Department of Transportation

The complainant will be sent a letter acknowledging receipt of the complaint and where it has been forwarded for investigation.

If more information is needed to resolve the case, the investigator may contact the complainant.

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. It explains whether any disciplinary action, additional training of the staff or other action will occur. If the complainant wishes to appeal the decision, s/he has 30 days after the date of the letter or the LOF to do so.

For additional information, help or filing the customer may:

- Phone the transit office at (541) 565-3553
- E-mail the transit office at marnenebw@co.sherman.or.us
- Come to the transit office located at 500 Court Street, Moro, OR 97039
- Mail written complaint to PO Box 365, Moro, OR 97039

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

http://www.fta.dot.gov/contact_us.html

TTY= 1-800-877-8339, Voice= 1-866-377-8642, VCO= 1-877-877-6280