

## **TITLE VI COMPLAINT PROCEDURE**

### **Chicago Water Taxi ( CWT)**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Chicago Water Taxi (hereinafter referred to as “CWT”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. CWT investigates complaints received no more than one hundred and eighty (180) days after the alleged incident. CWT will process complaints that are complete.

Once the complaint is received, CWT will review it to determine if our office has jurisdiction. CWT has twenty (20) days to investigate the complaint. If more information is needed to resolve the case, CWT may contact the complainant. The complainant has seven (7) 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 seven (7) business days, CWT 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 the staff member, or other action will occur.

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.