



Procedures for Filing Discrimination (Title VI) Complaints

Individuals or organizations who believe they have been denied the benefits of, excluded from participation in, or subject to discrimination on the grounds of race, color, or national origin by Brownsville Metro may file a Title VI complaint with Brownsville Metro. Brownsville Metro investigates complaints received no more than 180 days after the alleged incident.

Individuals and organizations may file a complaint by completing the attached Brownsville Metro Title VI Complaint Form. Complaints must be signed, include contact information, and hand delivered or mailed to:

Brownsville Metro
Attention: Title VI Complaint
755 International Blvd.
Brownsville, TX 78520

Once a complaint is received, Brownsville Metro will review it to determine if it has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by Brownsville Metro.

Brownsville Metro strives to investigate complaints received within 90 days. If more information is needed to resolve a case, the investigator may contact the complainant by phone or in writing to request additional information. Unless otherwise stated in writing, the complainant will have 21 calendar days to provide any additional information requested by the investigator. Failure of the complainant to provide the requested information by 21 calendar days or the date specified in writing may result in the administrative closure of the complaint or a delay in the complaint resolution. 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 findings and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the findings of the investigation, and explains whether any disciplinary action or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the closure 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.



Title VI Complaint Form

The City of Brownsville is committed to ensuring that no person is excluded from participation in or denied the benefits of services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed no more than 180 days after the alleged incident.

Please complete and submit this form in person at the address below, or mail this form to:

**City of Brownsville
Brownsville Metro Title VI Coordinator
755 International Blvd.
Brownsville, Texas 78520.**

Section I		
Name:		
Address:		
Telephone (Home):	Telephone (Other):	
E-mail Address:		
Accessible Format Requirement (please describe):		
Section II		
Are you filing this complaint on your own behalf (circle one)?		Yes* No
*If you answered "yes," go to Section III.		
If not, please supply the name and relationship of the person for whom you are complaining:		
Please explain why you have filed for a third party:		
Please confirm that you have obtained permission of the aggrieved party if you are filing on behalf of a third party.		Yes No
Section III		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin
Date of Alleged Discrimination (Month, Day, Year):		

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form or attach a separate sheet.

Section IV

Have you previously filed a Title VI complaint with the City of Brownsville?	Yes	No
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Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If "Yes," check all that apply:

Federal Agency: _____

Federal Court: _____

State Agency: _____

State Court: _____

Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below:

Signature Date