

Appendix B
Sound Transit Title VI Complaint Process

Any person who believes that they have been discriminated against on the basis of race, color, or national origin by Sound Transit may file a Title VI complaint. Sound Transit will investigate all complaints received within 180 days of the alleged incident. For complaints that are made more than 180 days after the alleged incident, Sound Transit will assess if an investigation is feasible.

Several methods are available to submit a formal complaint to the Agency.

Option #1: Complete and submit the **signed** Title VI Complaint Form linked [here](#) and found on our website soundtransit.org (scroll to the bottom and click on 'Civil Rights and Complaints').

Via MAIL	OR	Via EMAIL
Sound Transit Office of Civil Rights, Equity and Inclusion Union Station, 401 South Jackson St. Seattle, Washington 98104-2826		stdiscriminationcomplaint@soundtransit.org

Option #2: Call the Title VI Complaint Line at 206.689.3302 and leave a message with the following information.

- Name
- Date & time of the call
- Brief description of the incident (include date and approximate time of the incident)
- Your contact information and best time to reach you

Option #3: If language assistance is needed, call 1-800-823-9230. Our customer service agent will connect complainants with an interpreter. Together, the interpreter and customer service agent will connect the complainant with the Title VI office. This service is provided Monday-Friday from 7AM-7PM (excluding U.S. holidays).

In addition to the options provided above, a person may file a complaint directly with the U.S. Department of Transportation by contacting the Department at:

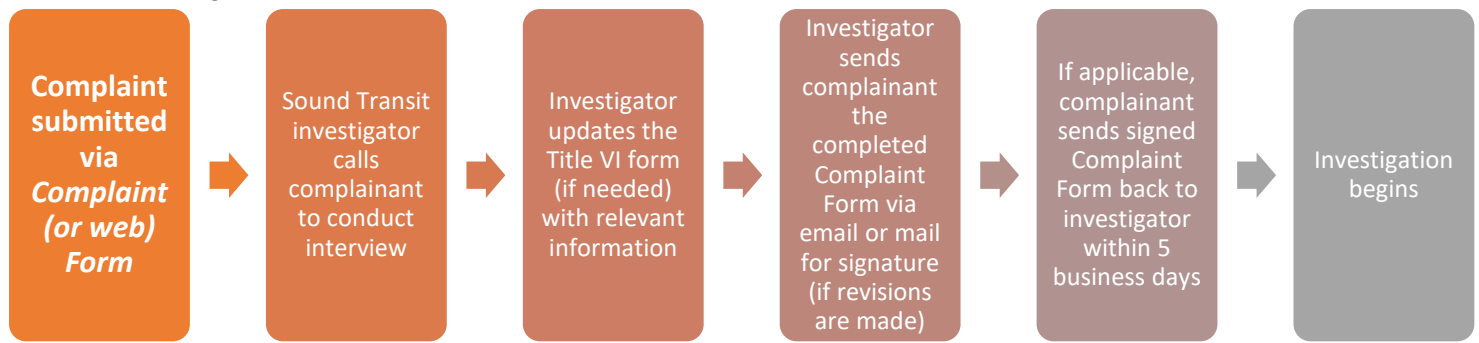
*U.S. Department of Transportation
Federal Transit Administration's Office of Civil Rights: Complaint Team,
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590*

OR call 888-446-4511.

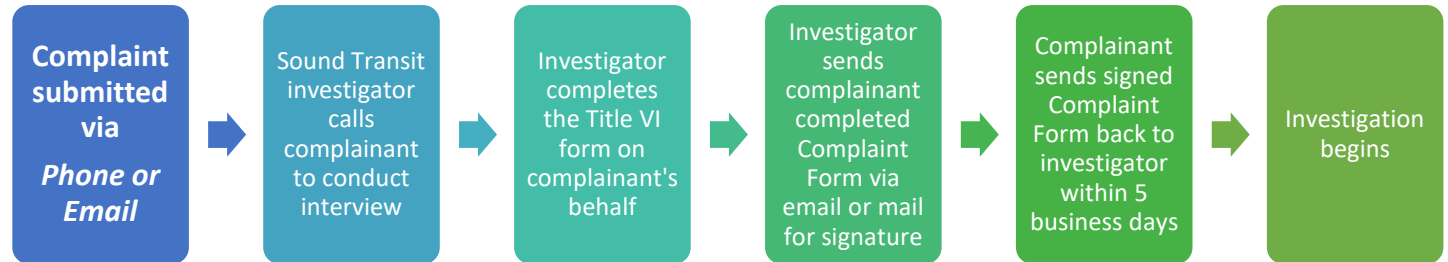
What happens after I file a complaint?

Once a complaint is received by Sound Transit, a Title VI investigator will attempt to make contact with the complainant or designee via phone within 3 business days. This will allow an opportunity for the complainant to relay any details of the incident that may be relevant to the investigation.

Process for filing a complaint via a Complaint Form



Process for filing a complaint via phone or email



If the complainant cannot be reached via phone, Sound Transit will determine if an investigation will be conducted based on the information available. If there is insufficient information for an investigation, the investigator will request additional information from the complainant. The complainant will be given 10 business days from the date of the request to provide the information. If Sound Transit's investigator is not contacted by the complainant or does not receive the additional information within the required timeline, Sound Transit may administratively close the case. A case may be administratively closed also if the complainant no longer wishes to pursue his/her case.

Sound Transit will investigate Title VI complaints for which it has sufficient information. The complaint will be reviewed to verify whether it is covered under Title VI and the complainant will receive an acknowledgement letter informing them of the determination.

How long does a Title VI investigation last?

Sound Transit will generally complete an investigation within 90 days from receipt of a complaint, unless a longer period is specified by Sound Transit. After the investigation is completed, the complainant will be issued one of two letters: a closure letter or a letter of finding. A closure letter summarizes the allegations, states that a Title VI violation could not be established, and informs the complainant that the case will be closed. A letter of finding summarizes the allegations and explains whether any type of corrective action was recommended and/or taken.

What are my options if I disagree with the findings of an investigation?

A complainant may appeal the decision by submitting a written request to Sound Transit's Chief Executive Officer within 15 business days from the date of the closure letter or letter of finding. The appeal request must specify the basis for the appeal. The Chief Executive Officer will notify the complainant of the decision either to accept or reject the request for appeal within 10 days. In cases where appeal is granted, the Chief Executive Officer will issue a determination letter to the complainant upon completion of the appeal review.

As stated above, a person may also file a complaint directly with the U.S. Department of Transportation.

Sound Transit Contact Information:

For more information on Sound Transit's Title VI Policy and the procedures to file a complaint call 206-689-3302 or email stdiscriminationcomplaint@soundtransit.org; or mail Sound Transit, Office of Civil Rights, Equity and Inclusion, Union Station; 401 South Jackson Street; Seattle, WA 98104-2826.