

## Sound Transit Discrimination Complaint Process

Sound Transit complies with Federal and state civil rights laws and is committed to providing its programs and services without discrimination. Any person who believes that Sound Transit has failed to provide services or has engaged in discrimination based on race, color, national origin, or other protected class including disability, sex, or age may file a discrimination 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.

Discrimination complaints can be made online or by phone.

**Online:** Complete and submit the [Title VI Complaint Form](#) found on [soundtransit.org](http://soundtransit.org).

**Phone:** Call 206.689.3302 and leave a message with the following information:

- Name
- Date & time of the incident
- Brief description of the incident. State what happened, who was involved, and where it happened including a bus/train vehicle number and route and direction of travel.
- Your contact information.

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*For language assistance call 1-800-823-9230. This service is available Monday-Friday from 7AM-7PM (excluding U.S. holidays).*

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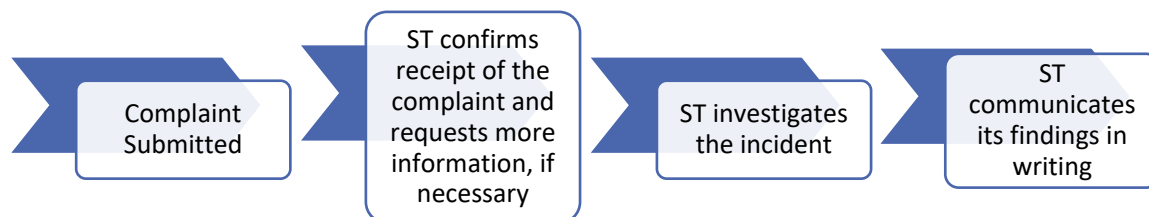


In addition to the options provided above, a person may file a complaint directly with the U.S. Department of Transportation by contacting the Department at:

*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 by calling 888-446-4511.*

## Discrimination Complaint Process and Frequently Asked Questions:



### What happens after I file a complaint?

Once a complaint is made to Sound Transit, Sound Transit will acknowledge having received the complaint within 5 business days. Sound Transit will investigate all discrimination complaints for which it has sufficient information. If a complaint contains all information necessary for Sound Transit to investigate a concern, Sound Transit will promptly investigate the alleged occurrence. If any information that would allow Sound Transit to investigate an alleged occurrence is not initially made available, Sound Transit will request such information from the complainant.

The complainant will be given 10 business days from the date of the request to provide the requested information. If the complainant cannot be reached or does not contact Sound Transit with the requested information within 10 business days Sound Transit may administratively close the inquiry.

### How long does a discrimination investigation last?

Sound Transit will complete an investigation within 90 days after initially receiving a complaint. During an investigation Sound Transit, may in writing, notify a complainant about any delays related to any inquiry. At the conclusion of the investigation, Sound Transit will communicate its findings to the complainant in writing.

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

A complainant may appeal against the decision by submitting a written request to Sound Transit's Chief Diversity, Equity, and Inclusion Officer within 10 business days from the date Sound Transit communicated its findings. The appeal request must specify the basis for the appeal such as whether you believe that evidence was not carefully reviewed or that the agency reached the wrong outcome. The Chief Diversity, Equity, and Inclusion Officer will notify the complainant of the decision either to accept or reject the request for appeal within 10 business days. In cases where an appeal is granted, the Chief Diversity, Equity, and Inclusion Officer will issue a determination letter to the complainant upon completion of the appeal review.

### Sound Transit Contact Information:

For more information on any of the above call 206-689-3302 or send a question to [stdiscriminationcomplaint@soundtransit.org](mailto:stdiscriminationcomplaint@soundtransit.org)