



City of Peachtree Corners Title VI Complaint Procedures

If you believe that you have been excluded from participation in, been denied the benefits of, or been subjected to discrimination under any City of Peachtree Corners service, program or activity, you may file an official Title VI complaint with the City of Peachtree Corners Title VI Coordinator. The following steps describe the procedures to file a complaint and how the City of Peachtree Corners will respond.

1. The complaint must be submitted to the City of Peachtree Corners Title VI Coordinator no later than 180 days after the date of the alleged discrimination.

2. A Title VI Complaint Form can be obtained by calling (678) 691-1200 or by downloading the form from our website at <http://peachtreecornersga.gov/> Please provide the following information on the complaint form. Alternatively, you may submit a signed written statement that contains all of the following written information.

- Your name, address and how to contact you (phone number, email address, etc.).
- The basis of the alleged discrimination complaint (race, color, or national origin).
- How, why, when and where you believe you were excluded from participation in, were denied the benefits of, or were subjected to discrimination. If the alleged incident occurred on the bus, give date, time of day, and bus number if available.
- Include the location, names and contact information of any witnesses.
- Indicate whether you have filed the complaint with Federal Transit Administration.
- You must sign your letter of complaint.

If you as the complainant are unable to write a complaint, the City of Peachtree Corners Title VI Coordinator will assist you with the complaint. City of Peachtree Corners is committed to providing open access to its services to persons with limited ability to speak or understand English; if requested by complainant, the City of Peachtree Corners Title VI Coordinator will provide language translation services.

3. The complaint shall be sent to the following address:

City of Peachtree Corners Title VI Coordinator
Peachtree Corners
310 Technology Parkway
Peachtree Corners, Georgia 30092

4. All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any confidential information. The City of Peachtree Corners Title VI Coordinator will review every complaint, and when necessary, begin the investigation process. At a minimum, the investigating will:

- Identify and review all relevant documents, practices and procedures;
- Identify and interview persons with knowledge of the alleged discrimination, that is, the person making the complaint; witnesses or anyone identified by the Complainant; anyone who may have been subject to similar activity, or anyone with relevant information.

5. Upon completion of the investigation, the City of Peachtree Corners Title VI Coordinator will complete a final report for the City Manager. The investigation process and final report should take no longer than ninety (90) days after receipt of the complaint. If a Title VI violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The Complainant will also receive a copy of the final report together with any remedial steps.

6. If no violation is found and the complainant wishes to appeal the decision, he or she may contact the Federal Transit Administration, 230 Peachtree Street NW, Suite 800, Atlanta, GA 30303 Attention: Regional Civil Rights Officer, or by calling (404) 865-5628, or web site http://www.fta.dot.gov/civilrights/title6/civil_rights_5104.html Complainants may also file their initial Title VI complaint directly, no later than 180 days after the date of the alleged discrimination, to the Federal Transit Administration.