



CATS Title VI Complaint Process



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CATS grants all citizens equal access to all its transportation services. It is further the intent of CATS that all citizens are aware of their rights to such access. This process document is designed to serve as an educational tool for citizens so that they may understand one of the civil rights laws that protect their benefit of CATS programs and services, specifically, as it relates to Title VI of the Civil Rights Act of 1964.

What is Title VI

Title VI is a section of the Civil Rights Act of 1964 requiring that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Note that Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

Who are Limited English Proficient Persons?

Persons who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English can be limited English proficient, or “LEP.” These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

Different treatment based on a person’s inability to speak, read, write, or understand English may be a type of national origin discrimination.

How do I file a complaint?

If you believe that you have received discriminatory treatment by CATS on the basis of your race, color or national origin, you have the right to file a complaint with CATS’ Title VI Coordinator. The complaint must be filed no later than 180 calendar days of the alleged discriminatory incident.

Methods of filing a Complaint

The preferred method is to file your complaint in the online complaint form located at www.brcats.com/page/titlevi

You can obtain a hard copy of the Title VI Complaint Form by calling (225) 342-5548 or emailing TitleVIComplaints@brcats.com.

The form can be mailed to:

Title VI Coordinator Capital Area Transit System Title VI Coordinator
2250 Florida Boulevard
Baton Rouge, LA, 70802

In addition, a complaint can be filed with the Federal Transit Administration (FTA) by completing the [FTA complaint form \(PDF\)](#). The complaint form should be emailed to FTACivilRightsCommunications@dot.gov with “FTA complaint form” included in the subject line.

Alternatively, FTA complaints may be mailed to:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Avenue, SE
Washington, DC 20590**Office of Civil Rights**

Should a complaint be filed with CATS and an external entity simultaneously, the external complaint shall supersede the CATS complaint and the CATS complaint procedures will be suspended pending the external entity’s findings.

Investigations

Within 10 working days of receipt of the formal complaint, the Title VI Coordinator will notify the complainant and begin an investigation (unless the complaint is filed with an external entity first or simultaneously).

The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.

The investigation will be conducted and completed within 90 days of the receipt of the formal complaint.

Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the Chief Executive Officer.

The complainant will receive a letter stating that final decision by the end of the 90-day time limit.

The complainant shall be notified of his/her right to appeal the decision. Appeals may be made to the FTA.

If the complainant is dissatisfied with the determination and/or resolution set forth by CATS, the same complaint may be submitted to the FTA for investigation.

A copy of the complaint and CATS' investigation report/letter of finding and final remedial action plan, if appropriate, will be issued to FTA within 120 days of the receipt of the complaint.

A summary of the complaint and its resolution will be included as part of the Title VI updates to the FTA.

