

Lower Savannah Council of Governments (LSCOG)

Full Title VI Complaint Process

(This full process description is to be provided to each complainant, or any member of the public if requested)

Any person who believes he or she has been discriminated against on the basis of race, color or national origin when using transit services from the Best Friend Express or Dial-a-Ride may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Lower Savannah Council of Governments (LSCOG) investigates complaints it receives that are no more than 180 days after the alleged incident. The LSCOG will process complaints that are complete. A truncated version of this full complaint process is posted at transit related locations and posted on both LSCOG and Best Friend Express transit websites.

Once the complaint is received and date-stamped, the LSCOG will determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by our office within 10 calendar days of receipt. The LSCOG has sixty (60) calendar days to investigate the complaint. If more information is needed to resolve the case, the LSCOG will contact the complainant by letter. The complainant has ten (10) business days from the date of the letter to send the requested information to the Title VI investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within the specified number of business days, the LSCOG can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their written complaint submission.

After the investigator completes their review of the full complaint, they 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 states there was not a Title VI violation and that the case will be closed. A LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur. If the complainant wishes to appeal the decision, they have thirty (30) days to do so from the time they receive the closure letter, or the Letter of Finding.