

## Southern NH Transportation TITLE VI Complaint Procedure

Any individual, group of individuals, or entity that believes they have been discriminated against on the basis of race, color, or national origin by Southern NH Transportation may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. This form can be found at [www.SNHS.org/services/rural-transportation](http://www.SNHS.org/services/rural-transportation), on the bus and at Ronald Philbrick/Greenville Housing Office 56 Main St. Greenville NH.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with Southern NH Services no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, Southern NH Services will review it to determine if our office has jurisdiction. A copy of each Title VI complaint received will be forwarded to the New Hampshire Department of Transportation within ten (10) calendar days of receipt. The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by our office.

Southern NH Services has 45 days to investigate the complaint. If more information is needed to resolve the case, Southern NH Services may contact the complainant requesting further information.

The complainant has sixty (60) business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within sixty (60) business days, Southern NH Services can administratively close the case. (See Rev. 10.17.23) After the investigator reviews the complaint; the agency will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.

A letter of finding (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, or if there is outstanding concern, the appeal may be directed to the state DOT or FTA. The appeal process information will be included in the letter.

A person may also file a complaint directly with the:

New Hampshire Department of Transportation  
Attn: Shannon Aiton, Title VI Coordinator,  
PO Box 483, 7 Hazen Drive Concord, NH 03302-0483  
Telephone 603-271-2467,  
TTY: 800-735-2964  
titlevi@dot.nh.gov

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

If information is needed in another language, then contact 603-668-8010