

NON-DISCRIMINATION POLICY

Cumberland County operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964, as amended. Any person who believes that she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint in writing to Cumberland County. To file a complaint, or for more information on Cumberland County's obligations under Title VI write to: 164 W. Broad Street, Bridgeton, NJ 08302 or visit www.co.cumberland.nj.us. Transportation services provided by this agency are in whole or part funded through federal funds received through the Federal Transit Administration and as an individual you also have the right to file your complaint under Title VI to Federal Transit Administration by writing to: FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, contact (856) 453-2121.
Si se necesita información en otro idioma, llame al (856) 453-2121.

TITLE VI COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Cumberland County (hereinafter referred to as "the Authority") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Cumberland County investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete. The complaint policy and applicable forms will be posted in the reception areas of both the Cumberland Area Transit System and Cumberland County Office of Employment and Training's transportation offices. In addition, procedure will be posted on all transportation vehicles.

Once the complaint is received, the Authority will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 120 days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 7 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 7 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he 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 that there was not a Title VI violation and that the case will be closed. An 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, she/he has 7 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

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