

## **Complaint Procedure**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Bayonne Economic Opportunity Foundation (hereinafter referred to as “the Authority”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. Bayonne Economic Opportunity Foundation investigates complaints received no more than 180 days after the alleged incident. The Authority will process complaints that are complete.

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 30 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 15 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 15 days after the date of the letter or the LOF to do so.

Individuals may also file complaints directly with the US Department of Transportation (USDOT) and/or Federal Transit Administration (FTA).

Federal Transit Administration (FTA)

1200 New Jersey Avenue, S.E.

Washington, DC 20590

United States

Complaints may also be filed by:

- 1) Calling the BEOF at 201-437-7222
- 2) E-mailing BEOF at [showard@beof.org](mailto:showard@beof.org)
- 3) Coming to 555 Kennedy Blvd. Bayonne, NJ 07002

Your complaint should include, at a minimum, the following information:

- 1) Your name address and a telephone number where you can be reached during business hours;
- 2) A general description of the person or class of persons injured by the alleged discriminatory acts.
- 3) A description of the alleged discriminatory acts in sufficient detail to enable BEOF to understand what occurred, when it occurred, and the basis of the alleged discrimination complaint (race, color, or national origin).
- 4) Must be signed and dated by the person filing the complaint or by someone authorized to do so on his/her behalf.