

**TITLE VI COMPLAINT PROCEDURE**  
**SOUTHEASTERN CONNECTICUT COUNCIL OF GOVERNMENTS**

The Southeastern Connecticut Council of Governments (SCCOG) operates its programs and services without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with SCCOG. For more information on SCCOG's civil rights program, contact 860-889-2324, email [office@seccog.org](mailto:office@seccog.org), visit our office at 5 Connecticut Avenue, Norwich, CT 06360, or visit [www.seccog.org/policies](http://www.seccog.org/policies).

If information is needed in another language, contact 860-889-2324.  
Si necesita información en otro idioma, llame al 860-889-2324.  
如果需要其他语言的信息，请联系860-889-2324

**Complaint Procedure**

***How do I file a complaint?***

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by SCCOG may file a Title VI complaint by completing and submitting SCCOG's Title VI Complaint Form, available at [www.seccog.org/policies](http://www.seccog.org/policies). SCCOG investigates complaints received no more than 180 days after the alleged incident. SCCOG will process complaints that are complete.

**Methods of Filing a complaint**

The preferred method is to file your complaint in writing using the Title VI Complaint Form, and sending it to:

Southeastern Connecticut Council of Governments  
**Title VI Coordinator**  
5 Connecticut Avenue  
Norwich, CT 06360

or emailing the completed form and send it to: [office@seccog.org](mailto:office@seccog.org).

Once the complaint is received, SCCOG 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.

SCCOG will investigate within 90 days of receipt of a complete complaint. If more information is needed to resolve the case, SCCOG may contact the complainant. The complainant has 14 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 14 business days, SCCOG 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 14 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.