

**Rolling Plains Management Corporation
dba SHARP Lines Rural Public Transportation
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 the Rolling Plains Management Corporation may file a Title VI complaint by completing and submitting the agency's Sharp Lines Rural Public Transportation Title VI Complaint Form. Complaint forms can be found at: www.rollingplains.org, or requested at: 118 North 1st Street, PO Box 490, Crowell, Texas 79227.

Rolling Plains Management Corporation investigates complaints received no more than 180 days after the alleged incident. Rolling Plains Management Corporation will process complaints that are complete.

Once the complaint is received, Rolling Plains Management Corporation will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to TxDOT Public Transportation Coordinator within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

Rolling Plains Management Corporation will investigate the complaint. If more information is needed to resolve the case, Rolling Plains Management Corporation may contact the complainant.

If the investigator is not contacted by the complainant or does not receive the additional information within 10 business days, Rolling Plains Management Corporation 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 (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, she/he has seven (7) calendar days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the: Texas Department of Transportation, Attn: TxDOT-PTN, 125 E. 11th Street, Austin, TX 78701-2483, or Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, then contact (800)633-0852.
