

EXHIBIT E – COMPLAINT PROCEDURE

DESCRIPTION OF PROCEDURES MEMBERS OF THE PUBLIC SHOULD FOLLOW TO FILE A COMPLAINT UNDER TITLE VI

RIGHT TO FILE A COMPLAINT – Any person who believes himself or any specific class of persons to be subjected to discrimination prohibited by Title VI or ADA may by himself or by a representative file a written complaint with the Municipality of Caguas or directly to FTA. Complaints should be directed to Lucille Cordero Ponce, FTA Title VI, Human Resources Department, PO Box 907, Caguas, PR, 00726. 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. A complaint may be filed with the Municipality *no later than 60 days* after the date of the alleged discrimination, or must be filed with FTA *up to 180 days* after the date of the alleged discrimination, unless the time for filing is extended by FTA.

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

COMPLIANCE INVESTIGATION - The Municipality has 90 days to investigate the complaint. If more information is needed to resolve the case, the Municipality may contact the complainant. The complainant has 15 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 Municipality can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

COMPLAINT RESOLUTION – 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 or ADA, as applicable, 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 60 days after the date of the letter or the LOF to do so. A copy of this complaint, the corresponding investigation report and written answer to the complaint will be kept on file for a period of five (5) years from the date it is filed and will be made available for FTA Triennial reviews or FTA Title VI Reviews.

APPEALS PROCESS – The letters of finding and closure will offer the complainant the opportunity to provide additional information that would lead FTA to consider its conclusions. In general, FTA requests that the parties in the complaint provide this additional information within 60 days of the date the FTA letter of finding was transmitted. After reviewing this information, FTA's Office of Civil Rights will respond either by issuing a revised letter of resolution or closure to the appealing party, or by informing the appealing party that the original letter of resolution or closure remains in force. FTA strives to transmit these letters within 30 to 60 days of receiving the appeal.