



## **Instructions to File a (Title VI) Complaint of Discrimination**

St. Camillus Transportation Services

**All complaints must be submitted in writing, signed by the complainant or legal representative, and include contact information.**

A complaint form is available for your convenience on the St. Camillus website: [www.st-camillus.org](http://www.st-camillus.org) or can be requested by mail (at the address below) or by calling the Director of Transportation at (315)-703-0663.

The completed complaint form can be submitted in person, or by mail, to the:

Director of Transportation  
St. Camillus Residential Healthcare Facility  
813 Fay Road  
Syracuse, New York 13219

- As a complainant, you have 180 days from the date of the alleged discrimination to file your complaint with our Transportation Service. Once the complaint is received, the Service will review it to determine if the complaint falls under the scope of Title VI.
- The complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by our Service.
- Our Service will respond to and investigate Title VI complaints within 90 days of receiving a Title VI complaint form.
- After the investigator reviews the complaint, they 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. A LOF summarizes the allegations and explains whether any corrective actions will occur.
- If the complainant wishes to appeal the decision, they have 10 business days after the date of the Closure Letter or the LOF to do so.
- A person may also file a complaint directly with the:

Title VI Coordinator  
Office of Civil Rights  
NY State Dept. of Transportation  
50 Wolf Road  
Albany, NY 12232

**OR**

Federal Transit Administration  
Office of Civil Rights/ Title VI Coordinator  
East Building, 5<sup>th</sup> Floor – TCR  
1200 New Jersey Avenue, SE  
Washington, DC 20590

Note: When filing a complaint directly with the NY State Dept. of Transportation or the Federal Transit Administration it is necessary to follow that agency's instructions and use their form