

**Sussex County Skylands Ride
Title VI
Complaint Procedure**

All customers and/or representatives receiving services through Sussex County Skylands Ride are entitled to redress of Title VI complaints without fear of retaliation or endangerment of their eligibility to receive services. The County of Sussex, Skylands Ride operates programs without regard to Race, Creed, Color, National Origin, Ancestry, Nationality, Ethnicity, Marital or Domestic Partnership or Civil Union Status, Sex, Gender Identity or Expression, Affectional or Sexual Orientation, or Disability. To file a Title VI complaint, or for more information on Sussex County Skylands Ride obligations under Title VI write to: County of Sussex, Dianna DiRezze, Administrator, Central and Shared Services, One Spring Street, Newton, NJ 07860. Transportation services provided by this agency are in whole or part funded through federal funds. A complaint can be signed and mailed to: Federal Transit Administration, Office of Civil Rights, Attention: Complaint Team, East Building, 5th Floor TCR, 1200 New Jersey Ave SE, Washington DC 20590. A complaint must be filed within 180 days of the alleged discrimination.

All complaints and grievances are recorded in writing via an Incident Report. Procedure upon receiving a Title VI complaint:

The County of Sussex, Skylands Ride is strongly committed to providing transit services without discrimination. The complaint process involves steps with an emphasis on resolution of the issue. Employee Services Representative investigates the complaint. The Complainant is given 30 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 30 days, Sussex County Skylands Ride 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's review of the complaint, one of two letters will be issued to the Complainant: a closure letter or a letter of findings (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 findings summarizes the allegations and the interviews regarding the alleged incident, and explains the remedy action that will occur. If Complainant wishes to appeal the decision, she/he has 10 days.

Title VI Discrimination Complaints

Dianna DiRezze, Administrator, Central & Shared Services
County of Sussex
One Spring Street
Newton, NJ 07860

Any resident may view Title VI complaints against Sussex County Skylands Ride by sending a written request to: Teresa Lyons, Clerk of the Board, County of Sussex, One Spring Street, Newton, NJ 07860.