



# Board of County Commissioners

Department of Community Services

Transit Services

1300 S. Lecanto Hwy  
Lecanto, FL 34461

PH 352-527-7630  
FAX 352-527-7635

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## CITRUS COUNTY DISCRIMINATION COMPLAINT PROCEDURE

Title VI of the civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color, and national origin for programs and activities receiving federal financial assistance. As a recipient of federal financial assistance, the Citrus County Transit has in place a Title VI complaint procedure.

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation, from the Citrus County Board of County Commissioners administration of federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended and related statues, may file a written complaint. All written complaints received by the County are referred immediately by the County's Title VI Nondiscrimination Coordinator for processing in accordance with approved procedures.

Written complaints should be sent to:

Jessica Flynn,  
Title VI Nondiscrimination Coordinator  
3600 W. Sovereign Path  
Lecanto, FL 34461  
Phone: (352) 527-5370 ext. 5361  
Fax: (352) 527-5372  
Email: [Jessica.Flynn@citrusbocc.com](mailto:Jessica.Flynn@citrusbocc.com)

2. The County's Title VI Nondiscrimination Coordinator shall resolve verbal and non-written complaints receive by the County informally. If the issue has not been satisfactorily resolved through the informal means, or if at any time the complainant request to file a formal written complaint, the Complainant shall be referred to the FTA's Title VI Coordinator For processing in accordance with approved procedures.
3. The County's Title VI Nondiscrimination Coordinator will advise the FTA's Title VI Coordinator within (5) calendar days of receipt of the allegations. The following information will be included in every notification to the FTA's Title VI Coordinator.
  - (a) Name, address, and phone number of the Complainant.
  - (b) Name and address of the County;
  - (c) Basis of complaint (i.e. race, color, national origin, sex, age, disability, Religion, familial status or retaliation);



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- (d) Date of alleged discriminatory acts(s);
  - (e) Date complaint received by the County'
  - (f) A statement of the complaint'
  - (g) Other agencies (state, local, or Federal)
  - (h) An explanation of the actions that the County has taken or proposed to resolve the allegation(s) raised in the complaint.
4. Within ten (10) calendar days, the County's Title VI Nondiscrimination Coordinator Will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available, such as the FTA's Equal Opportunity Office (EOO).
  5. Within sixty (60) calendar days, the recipients County Title VI Nondiscrimination Coordinator will conduct and complete a review of the verbal or non-written allegation(s) and based on the information obtained, will render a recommendation for action in a report of findings to the County's Administrator or designee.
  6. Within ninety (90) calendar days of the verbal or non-written allegation(s) receipt, the County Administrator or designee will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the Complainant of his/her right to file a formal complaint with FTA'S EOO if they are dissatisfied with the final decision rendered by the County. The County's Nondiscrimination Coordinator will also provide the FTA's Title VI Coordinator with a copy of this decision and summary of findings.
  7. The County's Nondiscrimination Coordinator will maintain a log of all verbal and non-written complaints received by the recipient. The log will include the following information.
    - (a) Name of Complainant;
    - (b) Name of Respondent;
    - (c) Basis of complaint (i.e. race, color, national origin, sex, age, disability, Religion, familial status or retaliation);
    - (d) Date verbal or non-written complaint was received by the recipient;
    - (e) Date recipient notified the FTA's Title VI Coordinator of the verbal or non-written complaint; and
    - (f) Explanation of the actions the County has taken or proposed to resolve the issue raised in the complaint.



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