

# Title VI Complaint Procedure



Title VI of the Civil Rights Act of 1964 states that, “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program receiving Federal financial assistance.”

Spokane Transit Authority (STA) does not discriminate in the provision of service on the basis of race, color, or national origin. Any person who believes STA has discriminated against him or her on the basis of race, color, or national origin may file a complaint using the form linked below. STA does not investigate complaints received more than 180 days after the alleged incident, and will only process complaints that are complete.

Within 15 business days of receiving the completed complaint, STA will acknowledge receipt of the complaint in writing. An investigator may request in a letter that the complainant provide additional information. The complainant has 15 business days from the date of the letter to send the requested information to the investigator. If the investigator does not receive the additional information or is not contacted by the complainant within 15 business days, STA can administratively close the complaint. A complaint can also be administratively closed if the complainant no longer wishes to pursue it. The investigator will send a final letter of resolution to the complainant when the investigation is complete.

For more information on STA’s commitment to nondiscrimination, or to request a copy of the Title VI Complaint Form in an alternative format due to a disability, contact the STA Ombudsman:

STA Ombudsman  
1230 West Boone Avenue  
Spokane, WA 99201  
(509) 325-6094  
TTY Relay 711

Spokane Transit Title VI Complaint Form