

Title VI Complaint Investigation Process and Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Town of Groton may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Town of Groton investigates complaints received no more than 180 days after the alleged incident. Town of Groton will process complaints that are complete.

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

The Town of Groton has 45 days to investigate the complaint. If more information is needed to resolve the case, the Town of Groton may contact the complainant. The complainant has 10 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 10 business days, Town of Groton 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 reviews the complaint, she/he will issue one of two letters to 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. 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 10 days after the date of the letter or the LOF to do so.

The Town of Groton will notify CTDOT of any Title VI complaints filed against ECTC within 10 business days of receipt.

A person may also file a complaint directly with: Filing a complaint with the Town of Groton:

Mary Jo Riley, Title VI Coordinator
Groton Senior Center
102 Newtown Road
Groton, CT 06340

Filing a complaint with CTDOT:
Connecticut Department of Transportation
Attention: Debra Goss, Title VI Coordinator
2800 Belin Turnpike Newington Connecticut 06111
Email:Debra.goss@ct.gov

Federal Transit Administration (FTA) Title VI complaints may be filed directly to:
FTA Office of Civil Rights
1200 New Jersey Avenue, SE
Washington, DC 20590