

## **PUBLIC TITLE VI COMPLAINT PROCEDURE**

Any person who believes that he or she has been discriminated against by the Delaware River and Bay Authority (“Authority”) on the basis of, race, color or national origin, may file a complaint by using the 24/7 Complaint Hotline at 1-844-420-0044, via web form at [www.lighthouse-services.com/drba](http://www.lighthouse-services.com/drba) or by submitting the attached complaint form by mail to either:

Director of Business Operations  
Delaware River and Bay Authority  
2162 New Castle Avenue  
New Castle, DE 19720  
302-571-6300

Counsel  
Delaware River and Bay Authority  
2162 New Castle Avenue  
New Castle, DE 19720  
302-571-6300

For incidents relating to the Cape May-Lewes Ferry, a person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590

For incidents relating to any of the Airports operated by the DRBA, a person may also file a complaint directly with the Federal Aviation Administration, Office of Civil Rights, ACR-1, 800 Independence Avenue, S.W., Washington, DC 20591.

Once a complaint is received, it will be reviewed for completeness and to determine if the Authority has jurisdiction.

The Authority will investigate complaints received no more than 180 days after the alleged incident.

The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Authority has 30 days to investigate the complaint. If more information is needed to resolve the case, the Authority 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 15 business days, the Authority can administratively close the case. A case can also be administratively closed 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 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. 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 30 days after the date of the closure letter or the LOF to do so.