

CAPSTONE ADAPTIVE LEARNING & THERAPY, INC. TRANSIT COMPLAINT PROCEDURE

Any person who believes she or he has been discriminated on the basis of race, color, or national origin by Capstone Adaptive Learning & Therapy Centers, Inc. (Capstone) may file a complaint by completing and submitting the agency's complaint form. This form is available in our offices, can be mailed or emailed on request, and will be added to our website if we decide to develop one.

Capstone investigates complaints received no more than 180 days after the alleged incident. Capstone will process complaints that are complete. Once the complaint is received, Capstone will review it to determine if the information is complete.

If more information is needed to resolve the case, Capstone may contact the complainant. The complainant has 7 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 7 business days, Capstone 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 a written notice to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the information 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.

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.