**APPENDIX D - COMPLAINT FORM**

**Background**
CCRTA makes available a Title VI Complaint Form for use by customers who wish to file a Title VI complaint on its website www.capecodrta.org. The Title VI Complaint Form specifies the three classes protected by Title VI—race, color, and national origin—and allows the complainant to select one or more of those protected classes as the basis/bases for discrimination.

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<thead>
<tr>
<th>Section I:</th>
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<tbody>
<tr>
<td>Name:</td>
<td></td>
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<tr>
<td>Address:</td>
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<tr>
<td>Telephone (Home):</td>
<td>Telephone (Work):</td>
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<tr>
<td>Electronic Mail Address:</td>
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<tr>
<th>Accessible Format Requirements?</th>
<th>Large Print</th>
<th>Audio Tape</th>
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<td>TDD</td>
<td>Other</td>
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**Section II:**

Are you filing this complaint on your own behalf?  
Yes*  
No

*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party:

Yes  
No

**Section III:**

I believe the discrimination I experienced was based on (check all that apply):

[ ] Race  
[ ] Color  
[ ] National Origin  

Date of Alleged Discrimination (Month, Day, Year):

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

____________________________________________________________________________

____________________________________________________________________________

**Section IV:**

Have you previously filed a Title VI complaint with this agency?  
Yes  
No
Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

[ ] Yes [ ] No

If yes, check all that apply:

[ ] Federal Agency: ______________________

[ ] Federal Court ______________________ [ ] State Agency ______________________

[ ] State Court ______________________ [ ] Local Agency ______________________

Please provide information about a contact person at the agency/court where the complaint was filed.

Name:
Title:
Agency:
Address:
Telephone:

Section VI

Name of agency complaint is against:

Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

______________________________________  ______________________
Signature                          Date

Please submit this form in person at the address below, or mail this form to:
CCRTA ADMINISTRATOR
HYANNIS TRANSPORTATION CENTER
215 IYANNOUGH ROAD
PO BOX 1988
HYANNIS, MA  02601