

## **Delaware Transit Corporation's Title 6 Reporting Procedure**

Any person who believes that he or she may have been discriminated against on the basis of race, color, national origin, or English proficiency may file a complaint with Delaware Transit Corporation's (DTC) Customer Relations. Those patrons who need assistance with limited English may contact the DTC Customer Relations Department, located at 119 Lower Beech Street, Suite 100, Wilmington, DE 19805 or by calling 302-355-8080.

### **Reporting Procedure**

The complaint must be filed within 180 days of the date of the alleged discrimination. Written complaints may be sent to the Delaware Transit Corporation, 119 Lower Beech Street, Suite 100, Title 6, Customer Relations, Wilmington, DE 19805, or on the web at DTC's website at [\*\*DART Feedback\*\*](#).

Any DTC employee who becomes aware of a discrimination complaint should immediately contact DTC Customer Relations for handling.

In addition to utilizing the Title VI process at DTC, a complainant may file a Title VI complaint with the Federal Transit Administration Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE, Washington, DC 20590; or online at [\*\*FTA - Filing a Title VI Complaint\*\*](#).

