

Ronald G. Rios  
*County Commissioner Director*

Shanti Narra  
*County Commissioner Deputy Director*

Claribel A. Azcona-Barber  
Charles Kenny  
Leslie Koppel  
Chanelle Scott McCullum  
Charles E. Tomaro  
*County Commissioners*



Charles Kenny  
*Chairperson,  
Transportation*

John A. Pulomena  
*County Administrator*

Khalid Anjum  
*Department Head*

Stanley Subjinski  
*Director*

**DEPARTMENT OF TRANSPORTATION**  
**Office of**  
**Middlesex County RIDE**

## Title VI Complaint / Internal Investigative Procedures

- All Title VI complaints are forwarded to the Quality Assurance Coordinator of the Department (Title VI Coordinator). In their absence, complaints will be sent to the Division Manager and/or their designee.
- All Title VI complaints must be received within one hundred and eighty (180) calendar days of the occurrence.
- After initial contact, a complaint form shall be forwarded to the person filing the complaint for completion, or the person referred to the form on the website within three (3) business days.
- Once the complaint form is received, it will be forwarded to the Division Manager for review.
- The Title VI Coordinator will conduct a prompt investigation. After completion of the investigation, they will draft one of two letters to the Complainant: a closure letter or letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation, and the case will be closed. A 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.
- The letter (as determined above) shall be reviewed with the Office Director.
- If the complaint is determined to be valid, the LOF will include proposed corrective action and will be forwarded to the Office of County Counsel, prior to sending to the Complainant. A resolution with no action will be recommended if the complaint is not substantiated.
- Within forty – five (45) calendar days the Title VI Coordinator will submit to the Complainant a letter (as determined above). Included will be the Complainant's right to submit a written appeal within thirty (30) calendar days.
- Appeals shall be reviewed by the Department Head and/or the Office of County Counsel within thirty (30) calendar days.



- All Title VI complaints, reports, letters, and investigation information shall be maintained by the Title VI Coordinator for at least three (3) years.

