

Title VI Policy

Chester County Connector Title VI Policy Statement

The Chester County Connector (CCC) is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

Toward this end, it is Chester County Connector's objective to:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin;
- Identify and address, as appropriate, disproportionately high and adverse human health and environmental effects, including social and economic effects of programs and activities on minority populations and low-income populations;
- Promote the full and fair participation of all affected populations in transportation decision making;
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations;
- Ensure meaningful access to programs and activities by persons with limited English proficiency.

The agency's Board of Directors, the Executive Director, Transportation Supervisor, and employees share the responsibility for carrying out CCC's commitment to Title VI. The Title VI (Executive Director, Transportation Supervisor, and employees' staff) is responsible for the day-to-day operation of the program and the Executive Director along with the agency's Board of Directors receives and investigates Title VI complaints that come through the complaint procedures process.

For additional information on CCC's nondiscrimination obligations, please write to:

Chester County Connector
Title VI Coordinator
PO Box 1109
Chester, SC 29706

FILING A COMPLAINT

The Chester County Connector (CCC) is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities and to the delivery of equitable and accessible transportation services. Any person who believes that he or she has been subjected to discrimination under Title VI on the basis of race, color or national origin may file a Title VI complaint with CCC within 180 days of from the date of the alleged discrimination. There are several ways to file a complaint.

- **In Writing** - Complaints may be filed with CCC in writing and may be addressed to the Executive Director- Title VI Coordinator, Chester County Connector, PO Box 1109, Chester, SC 29706. A copy of the Title VI Complaint Form is available by calling (803) 385-3838. We encourage use of the [Title VI Complaint Form](#)
- **Electronic** - Complaints may be filed with CCC by completing the [Title VI Complaint Form](#) and submitting a signed copy to Chester County Connector, Title VI Coordinator, PO Box 1109 Chester, SC 29706

CCC will provide appropriate assistance to complainants who are limited in their ability to communicate in English.

TITLE VI COMPLAINT INVESTIGATION

Upon receipt of a Title VI complaint, unless named, the Executive Director, will review, copy, and log the complaint in the agency's Complaint Logbook. A copy will be immediately forwarded to both the Title VI Coordinator with the South Carolina Department of Transportation along with a copy to the South Carolina Department of Human Affairs Commission for their review and subsequent action. The Executive Director (or if named as party to the complaint will refer the investigation to the Chairperson of the agency's Board of Director who will lead an investigation by the agency's Executive Committee) will initiate an investigation within 24 hours of receiving the complaint and will conclude the investigation and finding within 30 days of the complaint. The investigation will consist of interviews with the following:

- The alleged victim
- The alleged perpetrator or perpetrators
- Available witnesses
- Any other named individual as having knowledge of complaint

Once a decision is made the findings and results are reviewed by the Executive Committee of the agency's Board of Directors who has the authority to overrule the findings and results of the Executive Director's investigation with a majority vote of the 4 member committee. The agency's Director and Executive Committee will at this time also make personnel recommendations in regard to the named employee or employees.

Following the completion of the investigative process as listed above the agency's final investigative findings and results are forwarded to both the Title VI Coordinator with the South Carolina Department of Transportation and to the South Carolina Department of Human Affairs Commission.

The agency will notify the complainant of the findings of the local investigation within 15 days of the decision and work with either or both the Title VI Coordinator with the South Carolina Department of Transportation and the South Carolina Department of Human Affairs Commission to complete any investigation initiated by these agencies.