



## How to File a Title VI Complaint

The Aroostook Regional Transportation System (ARTS) is committed to ensuring that no person is excluded from participation in, denied the benefits of, or subjected to discrimination in the provision of transportation services on the basis of race, color, or national origin, as protected under Title VI of the Civil Rights Act of 1964.

If you believe you have been discriminated against under Title VI, you may file a complaint with ARTS.

### Step 1: Complete the Title VI Complaint Form

The Title VI Complaint Form is available on the ARTS website, at the ARTS administrative office, or by request from ARTS staff. If assistance is needed to complete the form due to language barriers, disability, or other reasons, ARTS staff will provide assistance upon request.

### Step 2: Submit the Complaint

Completed complaint forms may be submitted by mail, email, or in person to the ARTS administrative office.

Mail:

Aroostook Regional Transportation System (ARTS)  
PO Box 552, Presque Isle, ME 04769

Email:

[executivedirector@artsme.org](mailto:executivedirector@artsme.org) or [hharris@artsme.org](mailto:hharris@artsme.org)

In Person:

ARTS Administrative Office  
24 Houlton Road, Presque Isle, ME 04769

Complaints must be filed within 180 days of the alleged discriminatory incident.

### Step 3: Complaint Review

Once a complaint is received, ARTS will review and investigate the complaint in accordance with the procedures outlined in the ARTS Title VI Plan. The complainant will receive written acknowledgement that the complaint has been received and will be notified of the outcome of the investigation.

A person may also file a complaint directly with MaineDOT and/or the Federal Transit Administration at:

Maine Department of Transportation  
Attn: Title VI Coordinator  
16 State House Station  
Augusta, ME 04333

Federal Transit Administration  
Office of Civil Rights  
1200 New Jersey Avenue SE  
Washington, DC 20590