

ARRC Title VI Complaint Procedures

In compliance with 49 CFR Section 21.9(b), ARRC has developed procedures for investigating and tracking Title VI complaints filed against it:

1. Complaint to ARRC.

- a. Filing. Any person who believes that he or she has been subjected to discrimination on the basis of race, color, or national origin in the provision of ARRC services, programs, or activities may file a complaint with the ARRC's Legal Department in person at 327 West Ship Creek Avenue, Anchorage, Alaska, by mail at P.O. Box 107500, Anchorage, Alaska 99510-7500, or by email at sellerswarehamt@akrr.com. A copy of the ARRC's Title VI Complaint Form is available at <https://www.alaskarailroad.com/corporate/civil-rights>.
- b. Time of Filing. The complaint must be in writing and filed within 180 calendar days of the date of the alleged discriminatory act.
- c. Contents of Complaint. The complaint must state, at a minimum:
 - (i) the details of each and every alleged discriminatory act;
 - (ii) the date of the alleged discriminatory act;
 - (iii) the identity of the ARRC employee who committed the alleged discriminatory act, if known;
 - (iv) the basis of the alleged discrimination (race, color, or national origin); and
 - (v) the relief sought by the complainant.
- d. Investigation and Resolution. The complaint will be investigated according to the procedures set forth in ARRC Policy 62-1, "Anti-Discrimination and Harassment," (except that the investigation shall be under the purview of the ARRC Legal Department rather than the Director, Labor Relations). Before a decision is issued, every effort to achieve a mutually satisfactory resolution to the complaint will be made. Complaints shall be tracked according to the normal procedures of the ARRC Legal Department for tracking all legal matters. A copy of ARRC Policy 62-1, "Anti-Discrimination and Harassment" is available at <https://www.alaskarailroad.com/corporate/civil-rights>.

- e. Appeal. If the complainant is not satisfied with the decision on the complaint, he/she may appeal to the ARRC President and CEO within fifteen (15) calendar days of the issuance of the decision. The President and CEO will review the complaint and the results of the investigation and issue a decision within thirty (30) calendar days of the date on which the appeal was filed. The decision of the President and CEO shall be final.

2. Complaint to U.S. Department of Transportation.

- a. Any person who believes that he or she, individually or as a member of a specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin in the provision of passenger services by the ARRC may file a written complaint with the Federal Transit Administration (FTA) or with the U.S. Department of Transportation (DOT). Any such complaint must be filed within 180 calendar days of the date of the alleged discriminatory event.
- b. The complaint will be processed in accordance with the complaint procedures of the FTA or the DOT, depending upon where the complaint is filed.