



Title VI Discrimination Complaint Form

Trolleys Inc. dba Sunway Charters

Sunway Charters operates its programs and services without regard to race, color, or national origin, in accordance with Title VI of the Civil Rights Act of 1964. If you believe you have been discriminated against, complete this form and return it to the address on page 3. Complaints must be filed within 180 days of the alleged discrimination.

Need help? If you need help completing this form, or need it in another language or format, call (704) 348-1200. TTY users dial 711.

¿Necesita ayuda? Si necesita ayuda para completar este formulario, o lo necesita en otro idioma o formato, llame al (704) 348-1200.

SECTION 1 – YOUR INFORMATION

Full name			
Street address			
City, State, ZIP			
Home phone		Cell / work phone	
Email			

1.1 Do you need information in an accessible format?

☐ Large print ☐ Audio recording ☐ TTY / TDD ☐ Other: _____

1.2 Preferred language (if not English): _____

SECTION 2 – WHO IS THIS COMPLAINT FOR?

2.1 Are you filing this complaint for yourself?

☐ Yes – skip to Section 3 ☐ No – answer 2.2 through 2.4

2.2 Name and contact information of the person you are filing for:

--

2.3 Your relationship to that person, and why you are filing for them:

--

2.4 Do you have their permission to file on their behalf?

☐ Yes ☐ No

SECTION 3 – YOUR COMPLAINT

3.1 I believe the discrimination I experienced was based on (check all that apply):

☐ Race ☐ Color ☐ National origin (including limited English proficiency)

If your complaint is about disability, you may use this form as well. Check here: ☐ Disability (ADA / Section 504)

Date of incident		Time of incident	
Location			

Route / trip / vehicle #	
Sunway employee(s) involved (name or description)	

3.2 Describe what happened and why you believe it was discrimination. Include how you were treated differently than others. Attach extra pages if needed.

3.3 Witnesses (if any):

Name	Phone or email

SECTION 4 – OTHER FILINGS

4.1 Have you previously filed a Title VI complaint with Sunway Charters?

☐ Yes ☐ No

4.2 Have you filed this complaint with any other agency or court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal agency ☐ Federal court ☐ State agency ☐ State court ☐ Local agency

4.3 If yes, provide the contact information for the agency or court where you filed:

Agency / court		Contact name	
Address			
Phone		Email	

SECTION 5 – SUPPORTING DOCUMENTS

You may attach any written materials or other information you think is relevant, such as tickets, receipts, photos, or correspondence. Please do not send originals.

☐ I have attached supporting documents ☐ I have no documents to attach

SECTION 6 – SIGNATURE

I certify that the information in this complaint is true and accurate to the best of my knowledge. A signature is required for Sunway to investigate a written complaint.

Signature		Date	
Printed name			

HOW TO SUBMIT THIS FORM

Send to Sunway Charters

Attn: Title VI Coordinator
2400 Queen City Drive
Charlotte, NC 28208

Email: ada@sunwaycharters.com
Phone: (704) 348-1200 | TTY: 711

Or drop it off at any Sunway office in Charlotte, Winston-Salem, Jacksonville, or Myrtle Beach.

You may also file directly with:

N.C. Department of Transportation

Office of Civil Rights, Title VI Nondiscrimination Program
1511 Mail Service Center, Raleigh, NC 27699-1511

Federal Transit Administration

Office of Civil Rights, Attn: Complaint Team
East Building, 5th Floor – TCR, 1200 New Jersey Ave., SE
Washington, DC 20590 | 1-888-446-4511

WHAT HAPPENS NEXT

1. You will receive written acknowledgment of your complaint within 10 business days.
2. The Title VI Coordinator will review your complaint and may contact you for more information. If we do not hear back from you within **15** business days of a request, your complaint may be closed.
3. Sunway aims to complete its investigation within 60 days of receiving your complaint.
4. You will receive a letter explaining the outcome. If you disagree with the outcome, you may file with NCDOT or FTA at the addresses above.

Sunway Charters will not retaliate against anyone for filing a complaint or taking part in an investigation.

FOR SUNWAY OFFICE USE ONLY

Date received: _____ Complaint #: _____ Received by: _____

Method: ☐ Mail ☐ Email ☐ In person ☐ Phone (transcribed) Entered in complaint log: ☐ Yes

Acknowledgment sent: _____ Investigation closed: _____ Outcome letter sent: _____