

Title VI Compliance Statement
TITLE VI NOTICE TO THE PUBLIC

City of Aventura (COA) gives public notice that it complies with the Title VI of the Civil Rights Act of 1964 and all related statutes. Title VI provides that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” COA operates its programs and services without regard to race, color, and national origin in accordance with Title VI.

For more information on COA’s Title VI Program, obligations, procedures and/or to file a complaint, please:

Call (305) 466-8923 and ask for Antonio Tomei
Mail complaint form:
Title VI Coordinator
Antonio Tomei
19200 W. Country Club Drive
Aventura, FL 33180

A complaint may also be filed directly with the Federal Transit Administration or the U.S. Department of Transportation. The addresses are:

Federal Transit Administration Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

U.S. Department of Transportation
Federal Transit Administration’s Office of Civil Rights
1760 Market Street, Suite 500
Philadelphia, PA 19103-4124

TITLE VI COMPLAINT INSTRUCTIONS AND PROCEDURE

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by COA may file a Title VI complaint by completing and submitting COA’s Title VI Complaint Form. COA investigates all completed complaint forms that are filed no later than 180 calendar days following the date of the incident in question.

How to file a complaint:

A complaint can be filed in writing and mailed to the following address:
Title VI Coordinator
Antonio Tomei
19200 W. Country Club Drive
Aventura, FL 33180

The preferred method is to file a complaint in writing by completing COA's Title VI Complaint Form.

If you do not use COA's Title VI Complaint Form, your written complaint must be signed and at a minimum contain the following:

1. Contact information including name, mailing address, telephone number(s) and e-mail address, etc.);
2. A description of how, when, where and why you believe you were discriminated against including location, names and contact information of any witnesses; and
3. Other information that you deem significant or important.

A complaint can be filed verbally by calling the Title VI Coordinator at (305) 466-8923.

You also have the right to file a complaint with an external entity such as the Department of Transportation (DOT), a federal or state agency, or a federal or state court.

Title VI Procedure:

1. When a complaint is received by COA, the Title VI Coordinator will provide written acknowledgement within ten (10) days by registered mail. If a complaint is incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. If the information is not received within 30 business days, the case can be administratively closed by COA. A case can also be administratively closed if the complainant no longer wishes to pursue their case.
2. Should a complaint be filed with COA and an external entity simultaneously, the external complaint shall supersede COA's complaint and COA's complaint procedures will be suspended pending the external entity's findings.
3. Within fifteen (15) business days from receipt of a complete complaint, a determination will be made if the complaint has sufficient merit to warrant investigation as a Title VI complaint. The Complainant will be notified of the decision, by registered mail within five (5) days of the date the decision is made. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
4. Investigation The Complainant will receive a letter stating the final decision of the General Manager by the end of the 60-day limit.
 - A. The investigation will address complaints against COA and be conducted in conjunction with and under the advice of the Human Resources Department.
 - B. The investigation may include discussion(s) of the complaint with all affected parties to determine the problem. The Complainant may be represented by an attorney or other representative of his/her own choosing and may bring witnesses and present testimony and evidence in the course of the investigation.
 - C. The investigation will be conducted and completed within sixty (60) days of the acceptance of the formal complaint.
 - D. Based upon all the information received, an investigation report will be written by the Title VI Coordinator for submittal to the General Manager.
5. The Complainant will receive a letter stating the final decision of the General Manager by the end of the 60-day limit.
6. The Complainant shall be notified of his/her right to appeal the decision.

Title VI Complaint Form - select to download a PDF copy of this form