***Notice of Investigation Extension.***If at the end of 60 days, the bureau needs more time to investigate, the bureau must notify complainant. The notification must include:

* Complaint ID
* Statement of the need for the extension
* Current status of the investigation (where the team is in the process)
* Anticipated timeframe
* Notice that federal agencies have deadlines for filing complaints
* Referral to those agencies
* Contact information
* Meaningful access statement

***Notice of Investigation Extension Template.***

Complaint ID

Dear,

[May want to make communication more personal by starting out with a statement like: I hope this email/letter finds you well.] The [responsible bureau/office] is still in the process of investigating your complaint of discrimination, received on [date], alleging violations of [civil rights title].

We apologize, to ensure a thorough investigation, we will need longer than 60 days to complete. We are currently in the process of [provide a summary status update]. We anticipate we will need [estimate amount of time past 60 days needed to complete the investigation].

There are deadlines for filing complaints of discrimination with other agencies. Our process is not exclusive and your right to file is not dependent on the outcome of the [bureau/office] investigation.

You have the right to file a complaint at any time with the Department of Justice or any other federal agency. Visit the Department of Justice, Civil Rights Division, Disability Rights Section for additional information including federal agency contacts: <https://www.justice.gov/crt/disability-rights-section>.

You may call the Civil Rights Division hotline at 1-855-856-1247 (toll-free) for assistance or submit a complaint directly to:

U.S. Department of Justice

Civil Rights Division

950 Pennsylvania Avenue, NW

Washington, D.C. 20530

Or/and to the Federal TransitAdministration**:**

Office of Civil Rights

Federal Transit Administration

1200 New Jersey Avenue, SE

Washington, DC 20590

United States

Phone: 888-446-4511

<https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/file-complaint-fta>

[If this falls under another federal agency’s portfolio insert appropriate contact]

I’m sorry if the investigation time has inconvenienced you in any way. Thank you for your patience with this process and please feel free to contact me with any questions.

Sincerely,

[Meaningful Access Statement – short or long version - with appropriate contact information]