

Title VI Complaint Procedures

The following procedures provide guidance for all complaints filed under Title VI of the Civil Rights Act of 1964. Intimidation or retaliation as a result of a complaint is prohibited by law. In addition to these procedures, complainants reserve the right to file a formal complaint with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to resolve complaints at the lowest possible level.

1. Any person who believes he and/or she has been discriminated against on the basis of race, color or national origin may file a Discrimination complaint by completing and submitting the agency's Title VI Complaint Form.
2. Formal complaints must be filed within 180 calendar days of the last date of the alleged act of discrimination or the date when the alleged discrimination became known to the complainant(s), or where there has been a continuing course of conduct, the date on which the conduct was discontinued or the latest instance of the conduct.
3. Complaints must be in writing and signed by the complainant(s) and must include the complainant(s) name, address and phone number. The Title VI contact person will assist the complainant with documenting the issues if necessary.
4. Allegations received by fax or e-mail will be acknowledged and processed, once the identity of the complainant(s) and the intent to proceed with the complaint have been established. For this, the complainant is required to mail a signed, original copy of the fax or email transmittal for the complaint to be processed.
5. Allegations received by telephone will be reduced to writing and provided to the complainant for confirmation or revision before processing. A complaint form will be forwarded to the complainant for him/her to complete, sign and return for processing.
6. Once submitted Shawnee Mass Transit District will review the complaint form to determine jurisdiction. All complaints will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the Shawnee Mass Transit District or submitted to the State or Federal authority for guidance.
7. Shawnee Mass Transit District will notify the IDOT Civil Rights Office of ALL Discrimination complaints within 72 hours via telephone at (217) 782-2762; or email at DOT.Complaint@illinois.gov.
8. Shawnee Mass Transit District has 15 business days to investigate the complaint. If more information is needed to resolve the case, the Authority may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant

or does not receive the additional information within 15 business days, the Authority can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

9. After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Discrimination violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member or other action will occur.
10. A copy of either the closure letter or LOF must also be submitted to IDOT within 72 hours of that decision. Letters may be submitted by hardcopy or email.
11. A complainant dissatisfied with Shawnee Mass Transit District's decision may file a complaint with the Illinois Department of Transportation (IDOT) or Federal Transit Administration (FTA) offices of Civil Rights: IDOT: ATTN ADA/Title VI Program Coordinator 69 W. Washington Street Room 2100 Chicago, IL 60602 FTA: Attention Title VI Program Coordinator, East Building, 5th Floor-TCR 1200 New Jersey Ave., SE Washington DC 20590
12. A copy of these procedures can be found online at :shawneemtd.com

TITLE VI COMPLAINT FORM

Name: _____

Address: _____

Telephone Numbers: (home) _____(work) _____

E-Mail Address: _____

Accessible Format Requirements:

Large Print _____Audio Tape _____TDD _____Other _____

The Federal Transit Administration (FTA) Office of Civil Rights is responsible for civil rights compliance and monitoring, which includes ensuring that providers of public transportation properly abide by Title VI of the Civil Rights Act of 1964, Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low-income Populations," and the Department of Transportation's Guidance to Recipients on Special Language Services to Limited English Proficient (LEP) Beneficiaries.

In Shawnee Mass Transit District's complaint investigation process, we analyze the Complainant's allegations for possible Title VI and related deficiencies by the transit provider. If deficiencies are identified, they are presented to the transit provider, and assistance is offered to correct the inadequacies within a predetermined timeframe. The State of Illinois may also refer the matter to the U.S. Department of Justice for enforcement.

Section II

Are you filing this complaint on your behalf? Yes _____No _____(If you answered 'yes' to this question, go to section III)

If the answer was 'no,' please supply the name of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes _____No _____

Section III

Have you previously filed a Title VI complaint with Shawnee Mass Transit District or the FTA?
Yes _____ No _____

If yes, what was your FTA Complaint Number? _____

Note: This information is needed for administration purposes; we will assign the same complaint number to the new complaint.

Have you ever filed with any of the following agencies?

Transit Provider _____ IDOT _____ Department of Justice _____

Equal Employment Opportunity Commission _____ Other _____

Have you filed a lawsuit regarding this complaint? Yes _____ No _____

If yes, please provide a copy of the complaint form.

Note: The above information is helpful for administrative tracking purposes. However, we will defer to the court's decision if litigation is pending regarding the same issues.

Section IV

On separate sheets, please describe your complaint. You should include specific details such as names, dates, times, route number, witnesses, and any other information to assist us in investigating your allegations. Please also provide any other documentation that is relevant to this complaint.

Section V

May we release a copy of your complaint to the Illinois Department of Transportation (IDOT)? Yes _____ No _____

May we release your identity to the IDOT? Yes _____ No _____

Signature _____ Date _____

Please submit this form in person at the address below, or mail this form to:

Shawnee Mass Transit District
Mike Pietrowski, Executive Director
100 Smart Drive Vienna Illinois 62995
618-658-8384
mpietrowski@smtdil.com

A copy of this form can be found online at shawneemtd.com