

ATTACHMENT 3 Filing Complaints of Discrimination

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin in violation of Title VI may file a written complaint with River Valley Metro Mass Transit. A complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by River Valley Metro Mass Transit.

A. Submission of Complaints

(1) Filing Complaints of Discrimination

- a. Complainants may submit written complaints to the Managing Director of River Valley Metro at the following addresses:

By mail/

In person 1137 E. 5000 N. Road
Bourbonnais, IL 60914

- b. In cases where the complainant is unable or incapable of providing a written statement, but wishes River Valley Metro to investigate alleged discrimination, a verbal complaint of discrimination may be made. If necessary, River Valley Metro will assist the person in converting verbal complaints to writing. All complaints must, however, be signed by the complainant or his/her representative.

(2) Complaint Form

- a. All complaints must be in writing using this complaint form and signed by the complainant or his/her representative before action can be taken. Complaints shall state, as fully as possible, the facts and circumstances surrounding the alleged discrimination.
- b. River Valley Metro Mass Transit will provide the complainant or his/her representative with a written acknowledgment that River Valley Metro has received the complaint within 10 working days.

(3) Determination of Investigative Merit

A complaint shall be regarded as meriting investigation unless:

- a. It clearly appears on its face to be frivolous or trivial;
- b. Within the time allotted for making the determination of jurisdiction and investigative merit, the party complained against voluntarily concedes noncompliance and agrees to take appropriate remedial action;
- c. Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint; or
- d. Other good cause for not investigating the complaint exists, e.g. the same or a related complaint is already under investigation by River Valley Metro Mass Transit.

B. Request for additional information from Complainant and/or Respondent

In the event that the complainant has not submitted sufficient information to make a determination of investigative merit, Metro may request additional information from the complainant. This request shall be made within 15 working days of the receipt of the complaint by Metro and will require that the party submit the information within 60 working days from the date of the original request. Failure of the complainant to submit additional information within the designated timeframe may be considered good cause for a determination of no investigative merit.

C. Notification of Disposition

River Valley Metro shall notify within 5 days by certified letter the complainant of the disposition:

- (1) In the event of a decision not to investigate the complaint, the notification shall specifically state the reason for the decision.
- (2) In the event the complaint is to be investigated, the notification shall inform the party that an investigation will take place, and request any additional information needed to assist the investigator in preparing for the investigation.

D. Complaint Investigation

- (1) Priority Complaints

All incoming complaints shall be examined to determine if the

discrimination alleged would be irremediable if not dealt with promptly. If such a determination is made, the complaint shall be given priority status. The processing, investigation, and determination of such complaints shall be accelerated to advance significantly the normal completion date of the process.

(2) Investigative Report

A written report will be prepared by the responsible River Valley Metro investigator at the conclusion of the investigation. The investigative report will include the following:

- a. Summary of the complaint, including a statement of the issues raised by the complainant and River Valley Metro's reply to each of the allegations;
- b. Citations of relevant Federal, State, and local laws, rules, regulations, and guidelines, etc.
- c. Description of the investigation, including a list of the persons contacted by the investigator and a summary of the interviews conducted; and
- d. A statement of the investigator's findings and recommendations.

E. Disposition of Complaints

(1) Informal Resolution

If the Notice of Disposition is issued and finds River Valley Metro is in noncompliance, the respondent is required to initiate voluntary remedial actions.

(2) Request for Reconsideration

The complainant may request reconsideration of River Valley Metro's findings within 30 days of the Notice of Disposition. This request should include any additional information or analysis the complainant considers relevant. River Valley Metro will inform the respondent of its decision to accept or reject the request within 30 days after its receipt.

In cases in which a request for reconsideration is approved, the responsible investigator will reopen the investigation and proceed to process the complaint in the same manner described above.

(3) Appeal to FTA/USDOT

If complainant is not satisfied with River Valley Metro's response and/or remedial action, he/she may appeal Metro's decision to USDOT, FTA Headquarters or FTA Regional office at the following addresses:

USDOT

Departmental Director of Civil Rights
Office of the Secretary
Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

FTA Headquarters

Director, Office of Civil Rights
Federal Transit Administration
1200 New Jersey Avenue SE
4th & 5th Floors – East Building
Washington, DC 20590

FTA Regional Office

Office of Civil Rights
Federal Transit Administration
200 West Adams Street/Suite 320
Chicago, Illinois 60606

TITLE VI COMPLAINT FORM

Title VI of the Civil Rights Act of 1964 States "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."

Please provide the following information necessary in order to process your complaint. Assistance is available upon request. Complete this form and mail or deliver to:

River Valley Metro Mass Transit
1137 E. 5000 North Road
Bourbonnais, IL. 60914

You can reach our office Monday – Friday from 8 am -4:30 pm at 815-935-1403 or you can email our office at ceo@rivervalleymetro.com

Complainant's Name: _____

Address: _____

Telephone Numbers: (Home) _____ (Work) _____

Person discriminated against (if other than complainant)

Name: _____

Address _____ City _____ State _____ Zip _____

What was the discrimination based on? (Check all that apply)

Race _____ Color _____ National Origin _____

Date of incident resulting in discrimination: _____

Describe how you were discriminated against. What happened and who was responsible? For additional space, attach additional sheets of paper or use back of form.

What METRO representatives were involved?

Where did the incident take place? Please provide location, bus number, drivers name, etc.

Witnesses? Please provide their contact information.

Name: _____

Address: _____ City _____ State _____ Zip code _____

Telephone Numbers: (Home) _____ (Work) _____

Email: _____

Name: _____

Address: _____ City _____ State _____ Zip code _____

Telephone Numbers: (Home) _____ (Work) _____

Email: _____

Did you file this complaint with another federal, state, or local agency; or with a federal or state court?

Yes _____ No _____

If answer is yes, check each agency complaint was filed with:

Federal Agency _____ Federal Court _____ State Agency _____ State Court _____ Local Agency _____

Provide contact person information for the agency you also filed the complaint with:

Name: _____

Address: _____ City _____ State _____ Zip code _____

Date filed: _____

Sign the complaint in space below. Attach any documents you believe supports your complaint.