

Title VI Complaint Procedure

The BTS Title VI Complaint Procedure is made available in the following locations: *(check all that apply)*

- ✓ Agency website, either as a reference in the Notice to Public or in its entirety
- ✓ Hard copy in the administrative office
- ✓ Transfer Center
- ✓ Available in appropriate languages for LEP populations (Spanish), meeting the Safe Harbor Threshold.

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the BTS may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form.

BTS investigates complaints received no more than 180 days after the alleged Incident. BTS will process complaints that are complete.

Once the complaint is received, BTS will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

BTS has 30 days to investigate the complaint. If more information is needed to resolve the case, BTS may contact the complainant.

The complainant has 10 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 10 business days, BTS can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two (2) 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 Title VI violation and that the case will be closed.
- ✓ A letter of finding (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.

If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so. Appeals can be directed to the City of Beloit Deputy Community Development Director in writing or at 608-364-6705. Appeals will be reviewed by the Deputy Director following the same procedures and timelines above for the original complaint to BTS.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 608-364-2870. *Si se necesita informaciOn en otro idioma de contacto, 608-364-2870.*

Title VI Complaint Form

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|---|---|
| Section I: | |
| Names: | |
| Address: | |
| Telephone (Home): | Telephone (Work): |
| Electronic Mail Address: | |
| Section II: | |
| Are you filing this complaint on your own behalf? (Circle one) | YES* NO |
| *If you answered "yes" to this question, go to Section III. | |
| If not, please supply the name and relationship of the person for whom you are filing for: | |
| 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: | |
| I believe the discrimination I experienced was based on (check all that apply): | |
| <input type="checkbox"/> Race | <input type="checkbox"/> Color <input type="checkbox"/> National Origin |
| Date of Alleged Discrimination (Month, Day, Year): | |
| Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. | |
| Section IV: | |
| Have you previously filed a Title VI complaint with this agency? | YES NO |

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| Section V: | |
| Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? | |
| YES | NO |
| If yes, check all that apply: | |
| <input type="checkbox"/> Federal Agency | <input type="checkbox"/> State Agency |
| <input type="checkbox"/> Federal Court | <input type="checkbox"/> Local Agency |
| <input type="checkbox"/> State Court | |
| Please provide information about a contact person at the agency/court where the complaint was filed. | |
| Name: | |
| Title: | |
| Agency: | |
| Address: | |
| Telephone: | |
| Section VI: | |
| Name of agency complaint is against: | |
| Contact person: | |
| Title: | |
| Telephone: | |
| You may attach any written materials or other information that you think is relevant to your complaint. | |
| Signature and date required below | |
| Signature | Date |
| Please submit this form in person at the address below, or mail this form to: | |
| Beloit Transit - Administrative Office Attention: James Thompson Re: Title VI 1225 Willowbrook Rd Beloit, WI 53511 | |