

Community Services of Starke County, Inc., Transportation Services

Title VI Complaint Procedure

Community Services of Starke County, Inc., Transportation Services 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 central office
- Available in appropriate languages for LEP populations, meeting the Safe Harbor Threshold
- Other, _____
-

Any person who believes she or he has been discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity, or national origin by **Community Services of Starke County, Inc., Transportation Services** may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Community Services of Starke County Transit System investigates complaints received no more than 180 days after the alleged incident. Community Services of Starke County Transit System will process complaints that are complete.

Once the complaint is received, **Community Services of Starke County, Inc., Transportation Services** 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.

Community Services of Starke County, Inc., Transportation Services has **60** days to investigate the complaint. If more information is needed to resolve the case, **Community Services of Starke County, Inc., Transportation Services** 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, **Community Services of Starke County, Inc., Transportation Services** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue his or her case.

After the investigator reviews the complaint, she/he will issue one of the 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 is 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/her has 15 days after the date of the closure letter or the LOF to do so.

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

If information is needed in another language, then contact **(765) 482-5220** or TTY (800)743-3333.