

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

Have you filed this complaint with any of the following agencies? Yes _____ No _____

(If you answered yes, who did you file the complaint with?)

Federal Transit Administration: _____ U. S. Department of Transportation: _____

Indiana Dept. of Transportation: _____ Department of Justice: _____

Equal Employment Opportunity Commission: _____

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

If yes, please provide a copy of the complaint form. (Note: This above information is helpful for administrative tracking purposes. However, if litigation is pending regarding the same issues, we defer to the decision of the Court.

Section IV:

Complaint is against: _____

Contact Person: _____ Title: _____

Telephone Number: _____

Attached is a blank sheet of paper to describe your complaint. Please use additional sheets if necessary.

Section V:

Please sign here: _____ Date: _____

(Note: We cannot accept your complaint without a signature)

**Please mail your completed form to:
Cedar Valley Services – SMART Transit
Transit Manager
2111 4th Street NW
Austin, MN 55912**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by SMART Transit may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. SMART Transit investigates complaints received no more than 180 days after the alleged incident and will process complaints that are complete.

Once the complaint is received, SMART Transit 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. SMART Transit has 14 business days to investigate the complaint.

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 Title VI 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. If the complainant wishes to appeal the decision, she/he has 14 business days after the date of the letter or the LOF to do so.

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.

COMPLAINT DESCRIPTION

(You should include specific details such as names dates, times, route numbers, witnesses, and any other information that would assist us in our investigation of your allegations.)

Basis of Alleged Discrimination:

Race

Color

National Origin