

Title VI Compliant Procedure

SMART is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, or national origin by the SMART, providing programs and services in the following counties of Freeborn, Mower, Steele, and Waseca (hereinafter referred to as "SMART,") may file a Title VI complaint by completing and submitting SMART, Title VI Complaint Form. SMART, investigates complaints received no more than 180 days after the alleged incident. The SMART, will process complaints that are complete.

Once the complaint is received, the SMART, will review it to determine if our office has jurisdiction or if the complaint will be handled by MnDOT OTAT Compliance Coordinator and/or MnDOT Office of Civil Rights Title VI Coordinator. The complainant will receive written acknowledgement informing her/him that the complaint has been received and who will be handling.

SMART and/or MnDOT, has 30 days to investigate the complaint. If more information is needed to resolve the case, SMART and/or MnDOT, may contact the complainant. The complainant has 15 business days from the date of the written notification 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, SMART and/or MnDOT 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 written documentations 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 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with MnDOT, Office of Transit and Active Transportation, ATTN: Compliance Coordinator at 395 John Ireland Blvd., MS 430, St. Paul, MN 55155-1899 or email complaint form to jean.meyer@state.mn.us. As an alternate, a person may file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

Title VI Complaint Form



Title VI Civil Rights Complaint Form

Section I

Name: _____

Address: _____
Street City State Zip

Telephone Numbers:

Home: _____ Work: _____ Other: _____

E-Mail Address: _____

Accessible Format Requirements?

Large Print: Yes _____ No _____ Audio Tape: Yes _____ No _____

TDD: Yes _____ No _____ 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.

Section II:

Are you filing this complaint on your own behalf? 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 complaining:

Name: _____ Relationship: _____

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 SMART? Yes _____ No _____

If yes, what was your SMART Complaint Number? _____

(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: _____

Minnesota 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
2803 West Oakland Avenue
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