

## **Jackson County Mass Transit District Title VI Complaint Procedures**

In order to comply with 40 CFR Section 21.9 (b), JCMTD has developed procedures for investigating and tracking Title VI complaints. The procedures for filing a complaint will be made available to members of the general public. The following measures will be taken in dealing with Title VI complaints:

- 1) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address, and telephone number, the name of the alleged discriminating official, basis of the complaint (race, color, national origin, sex, disability, age) and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. Exhibit II provides JCMTD's Title VI complaint form.
- 2) In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to JCMTD's Representative. Under these circumstances, the complainant will be interviewed, and the Representative will assist the Complainant in converting the verbal allegation into writing.
- 3) JCMTD will investigate complaints filed against contractors, consultants, or other sub-recipients. Complaints filed directly against JCMTD shall be forwarded to the IDOT Title VI Coordinator for investigation.
- 4) When a complete complaint is received, the Title VI Coordinator will provide written acknowledgement to the Complainant within five (5) days by registered and regular mail. At the same time, the complaint will be forwarded to the State of Illinois for investigation.
- 5) If a complaint is deemed incomplete, additional information will be requested from the Complainant within 15 business days from receipt of the original complaint. The Complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination that the claim has no investigative merit.

**Exhibit II: JCMTD Title VI Complaint Form**

Jackson County Mass Transit District Title VI Complaint Form

Section I

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number(s): HOME \_\_\_\_\_ WORK \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Do you have accessible format requirements? Check each that applies:

Large Print \_\_\_\_\_ Audio Tape \_\_\_\_\_ TDD \_\_\_\_\_ 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 Proficiency (LEP) Beneficiaries.

In JCMTD's complaint investigation process, we analyze the complainant's allegations for possible Title VI and related deficiencies by the transit provider. If deficiencies are identified, they are presented to the transit provider and assistance is offered to correct the inadequacies within a predetermined timeframe. The State of Illinois may also refer the matter to the U.S. Department of Justice for Enforcement.

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 the answer was 'no' please supply the name of the person for whom you are complaining: \_\_\_\_\_  
\_\_\_\_\_

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 ever filed with any other organization? Yes\_\_\_\_\_ or No\_\_\_\_\_ (If you answered 'No' to this questions go to Section IV)

Check all that applies below.

IDOT\_\_\_\_\_ Department of Justice\_\_\_\_\_ Equal Employment Opportunity Commission\_\_\_\_\_ Other\_\_\_\_\_

If specify "other", please be specific by providing the name of organization(s) within the lines provided.

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Please provide information about a contact person at the agency/court where the complaint was filed.

**Name:**

**Title:**

**Agency:**

**Address:**

**Telephone:**

If necessary, please provide on separate sheet(s) all contact information of each organization indicated above.

*(Note: The above information helpful for administrative tracking purposes. However, if litigation is pending regarding the same issue(s), we will defer to the decision of the court)*

Section IV

On separate sheets of paper, please describe your complaint. You should include specific details such as names, dates, times, route or bus number, witnesses, and any other information that would assist us in our investigation of your allegations. Please also provide any other documentation that is relevant to your complaint.

6) Within 15 business days from receipt of a complete complaint, JCMTD will determine its jurisdiction in pursuing the matter and whether the complaint sufficient merit to warrant investigation. Within five (5) days of this decision, the Complainant and Respondent will receive notification of the disposition by registered and regular mail.

- a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
- b. If the decision is to be investigated, the notification shall inform the parties that their full cooperation will be required in gathering additional information and assisting the investigator.

7) When JCMTD does not have sufficient jurisdiction, the complaint will be referred to IDOT for further investigation.

8) If the complaint has investigative merit, an investigator will be assigned. A complete investigation will be conducted, and an investigative report will be submitted within 45 days from the receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations.

9) A letter of finding will be issued to the Complainant and Respondent. Where appropriate, these letters will include conciliatory measures. A copy of the investigative report shall be forwarded to IDOT within 60 days from receipt of the complaint. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.

10) If the Complainant is dissatisfied with JCMTD's resolution of the complaint, he/she has the right to file the complaint with the IDOT Title VI Coordinator directly.

Please send the complaint to the following address:

Jackson County Mass Transit District

Attn: Title VI Coordinator

602 E College St.

Carbondale IL, 62901

618-549-0304