

TITLE VI COMPLAINT PROCEDURE MIDDLETOWN TRANSIT DISTRICT

Any person who believes he or she, or any specific class of persons, has been subjected to discrimination based on race, color, or national origin prohibited by the Title VI of the Civil Rights Act of 1964 and other nondiscriminatory authorities, may file a written complaint. All written complaints submitted to the Middletown Transit District shall be immediately referred by the Operations Administrator to the Executive Director for processing in accordance with established Appeals Procedures.

Verbal and non-written complaints received by the Middletown Transit District shall be resolved informally by the Administrator. If the issue has not been satisfactorily resolved through informal means, or if at any time the person(s) request(s) to file a formal written complaint, the Administrator shall refer the Complainant to the Middletown Transit District Board of Directors for processing in accordance with established procedures.

The Administrator will advise the Board of Directors within five (5) calendar days of receipt of the allegations. The following information will be included in every notification:

1. Name, address, and telephone number of the Complainant(s).
2. Name(s) and address (es) of the Respondent.
3. Basis of complaint (i.e. race, color, national origin, sex, age, disability, income status or retaliation).
4. Date of alleged discriminatory act(s).
5. Date of complaint received by the District.
6. A statement of the complaint.
7. Other agencies where the complaint has been filed.
8. An explanation of the actions the District has taken or proposed to resolve the allegation(s) raised in the complaint.

Within ten (10) calendar days, the Administrator will acknowledge receipt of the allegation(s), inform the Complainant of action taken or proposed action to process the allegation(s), and advise the Complainant of other avenues of redress available.

Within sixty (60) calendar days, the Administrator will conduct and complete a review of the verbal and non-written allegations(s) and based on the information obtained, will render a recommendation for action in a report of findings to the Board of Directors.

Within ninety (90) calendar days of the verbal and non-written allegation(s) receipt, the Administrator will notify the Complainant in writing of the final decision reached, including the proposed disposition of the matter. The

notification will advise the Complainant of his/her right to file a formal complaint with the Middletown Transit District Board of Directors, if they are dissatisfied with the final decision rendered by the Administrator. A copy of this decision and summary of findings will also be provided to the Board of Directors.

The Administrative staff will maintain a log of all verbal and non-written complaints received by the District. The log will include the following information:

1. Name of Complainant(s).
2. Name of Respondent.
3. Basis of Complaint complaint (i.e. race, color, national origin, sex, age, disability, income status or retaliation).
4. Date verbal and non-written complaint was received by the District.
5. Date the District notified the Board of Directors of the verbal or non-written complaint.
6. Explanations of the actions the District has taken or proposed to resolve the issued raised in the complaint.