

Niles Dial-A-Ride Transportation Title VI Complaint Form

Title VI of the 1964 Civil Rights Act requires that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." If you feel you have been discriminated against, please provide the following information in order to assist us in processing your complaint.

Section I		
Name:		
Address:		
Telephone (home):	Telephone (work):	
Telephone (cell):		
Electronic Mail Address:		
Accessible Format Requirements? <input type="checkbox"/> Large Print <input type="checkbox"/> TDD <input type="checkbox"/> Audio Tape <input type="checkbox"/> Other:		
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:		
Please explain why you have filed for a third party:		
Have you have obtained the permission of the aggrieved party if you are filing on behalf of a third party?	Yes	No
Section III		
I believe the discrimination I experienced was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin		
Date of Alleged Discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form or attach additional pages.		
Section IV		
Have you previously filed a Title VI complaint with Niles DART?	Yes	No

Section V

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes No

If yes, check all that apply:

Federal Agency: _____

Federal Court _____

State Agency _____

State Court _____

Local Agency _____

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

Name:

Title:

Agency:

Address:

Telephone:

Electronic Mail:

Please attach any other written material or information you feel is relevant to your complaint. Sign and date below.

Signature

Printed name

Date

Submit completed form to:

Niles Dial-A-Ride
Title VI Coordinator
623 North Second Street
Niles, Michigan 49120
Email: DARTManager@nilesmi.org

Title VI Complaint Procedures

In order to comply with the reporting requirements established in 49 CFR Part 21, DART has developed the following procedures for investigating and tracking Title VI complaints and for making procedures for filing a complaint available to members of the public.

A. How to file a Title VI Complaint

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by DART may file a written complaint by completing and submitting DART's Title VI Complaint Form. Complaints should be filed as soon as possible, but not more than 60 days after the alleged violation.

Complaints should be sent by mail or email:

City of Niles DART
Title VI Coordinator
623 North Second Street Niles, MI 49120
Email: DARTManager@nilesmi.org

Alternative means of filing complaints, such as personal interviews, phone calls, or recorded requests, will be made available for persons with disabilities upon request. DART will provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English

B. Complaint Review/Decision Process

Within 15 business days of receiving a formal Title VI complaint, DART staff will begin an investigation and contact the complainant. Staff may request that additional documentation be submitted and may also contact other interested parties as needed. If the requested information is not received within 15 days, the complaint will be administratively closed. A case may also be closed if the complainant no longer wishes to pursue the case.

When conducting Title VI complaint investigations, staff may use audio/video recordings from facility and on-board surveillance systems, written communications (paper and electronic), system data (dispatch records, vehicle location tracking, etc.), driver logs, and/or interviews with staff and riders as a part of the investigation. At its discretion, DART may utilize additional City of Niles staff and/or the services of outside consultants or attorneys to assist in the review of any Title VI complaint. DART shall make every effort to address all complaints in an expeditious and thorough manner.

Within 60 business days of receiving the complaint, the DART General Manager will issue a letter of closure or a letter of finding. A letter of closure summarizes the allegations and states that there was no Title VI violation and that the case has been closed. A letter of finding summarizes

the allegations and any interviews regarding the alleged incident and explains what actions will be taken to address the complaint.

If the response by the Niles DART General Manager does not resolve the issue, the complainant may appeal the decision to the City Administrator within 15 business days of receiving the response from the DART General Manager.

The City Administrator, or his designee, will investigate Title VI complaint appeals within 30 business days of receipt. Complaint appeals must be in writing (alternative, accessible means of filing complaints will be made available for persons with disabilities upon request) and may be addressed to:

City of Niles City Administrator
333 North Second Street Niles, MI 49120
Email: cityadministrator@nilesmi.org
Fax: 269-683-3930

If more information is needed to resolve the complaint, the City Administrator, or his designee, may contact the complainant to request additional information. If the requested information is not received within 15 days, the complaint will be administratively closed.

After the City Administrator, or his designee, investigates the complaint, a decision will be rendered in writing to the complainant. The City Administrator will issue either a Letter of Closure or Letter of Finding. A Letter of Finding summarizes the complaint and any interviews conducted regarding the complaint, and explains what actions will be taken by Niles DART to address the complaint. A Letter of Closure explains why the City Administrator has determined there was not a Title VI violation and that the case will be closed.

If the complainant disagrees with the decision of the City Administrator, an opportunity to appeal the decision may be pursued provided the notice of appeal is received within 15 days of the initial decision by the City Administrator. In the event of appeal, the complainant will be granted all due process, including the ability to present additional evidence, present the case in person during an appeal hearing, and to be represented by counsel.

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