

TITLE VI COMPLAINT PROCEDURES

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of color, or national origin in programs receiving federal financial assistance.

General

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color or national origin as noted below may file a written complaint with the Bloomington – Normal Public Transportation System’s Equal Employment Opportunity personnel, 351 Wylie Drive, Normal, IL 61761. If the Complainant is dissatisfied with the resolution or the case is not being resolved in a timely manner, the complaint may be submitted to the Federal Transit Administration (FTA). Every effort will be made to obtain early resolution of complaints. The option of informal meeting(s) between the affected parties and the Title VI personnel may be utilized for resolutions. The EEO personnel will notify BNPTS’s General Manager of all Title VI related complaints as well as all resolutions.

Procedures

1. The complaint must meet the following requirements:
 - a. Complaint shall be in writing and signed by complainant(s). In cases where Complainant is unable or incapable of providing a written statement, a verbal complaint may be made. The Complainant will be interviewed by the EEO personnel or official authorized to receive complaints. All complaints must, however, be signed by the Complainant or his/her representative.
 - b. Include the date of the alleged act of discrimination when the Complainants became aware of the alleged act of discrimination; or the date on which that conduct was discontinued or the latest instance of conduct.
 - c. Present a detailed description of the issues, including names and job titles of those individuals perceived as parties in the complaint.
 - d. Federal and state law requires complaints be filled within 180 calendar days of the alleged incident.

2. The Complainant will be provided with a written acknowledgement that BNPTS has either accepted or rejected the complaint.
3. A complaint shall be regarded as meriting investigation unless:
 - a. It clearly appears on its face to be frivolous or trivial.
 - b. Within the time allotted for making the determination of jurisdiction and investigative merit, the party complained against voluntarily concedes noncompliance and agrees to take appropriate remedial action.
 - c. Within the time allotted for making the determination of jurisdiction and investigative merit, the complainant withdraws the complaint; or
 - d. Other good cause for not investigating the complaint exists e.g. respondent is presently under investigation by another Federal agency.
4. In the event that the complainant or respondent has not submitted sufficient information to make determination BNTPS may request additional information from either party. This request shall be made with 15 working days of the receipt of the complaint and will require that the party submit the information with 60 working days from the date of the designated time frame may be considered good cause for a determination of no investigative merit. Failure of respondent to submit additional information within the designated time frame may be considered good cause for a determination of noncompliance.
5. A written report will be prepared by the responsible investigator at the conclusion of the investigation. The investigative report will include the following:
 - a. Summary of the complaint, including a statement of the issues raised by the complainant and the respondent's reply to each of the allegations.
 - b. Citations of relevant Federal, State, and Local Laws, rules, regulations, and guidelines, etc.
 - c. Description of the investigation, including a list of the persons contacted by the investigator and a summary of the interviews conducted; and
 - d. A statement of the investigator's findings and recommendations.

Send to:
Bloomington-Normal Public Transportation System
Attn: Angie Lancaster
351 Wylie Drive
Normal, IL 61761