

City of Marion (Marion Transportation System)

Title VI Complaint Procedures and Process

Title VI Complaint Procedures & Process:

Any person who believes she or he has been discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity or national origin by the Marion Transit System (MTS) may file a Title VI complaint by completing and submitting Marion Transit's Title VI Complaint Form in English or Spanish.

The Marion Transit System (MTS) investigates complaints received no more than 30 days after the alleged incident. The Marion Transit System (MTS) will process complaints that are complete. Once the complaint is received, the Marion Transit System (MTS) 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.

The Marion Transit System (MTS) has thirty (30) days to investigate the complaint. If more information is needed to resolve the case, the Marion Transit System (MTS) may contact the complainant. The complainant has thirty (30) business days from the date of the acknowledgement letter 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 thirty (30) business days, the Marion Transit System (MTS) can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue his or her case.

After the investigator reviews the complaint, she/he will issue one of two (2) 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. A 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 thirty (30) 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 (FTA), at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590. A signed written complaint is to be filed within ninety (90) days of the date of the alleged act of discrimination. The written complaint is to be signed by the complainant and should provide the information listed in Appendix 4 to this policy.

Retaliation Prohibited:

The Marion Transit System (MTS) is prohibited from retaliating against any person because he or she opposed an unlawful policy or practice, or made charges, testified, or participated in any complaint action under Title VI. If a person believes that he or she has been retaliated against, they should immediately contact the Mayor's Office of City of Marion at 520 East 6th Street, Marion, IN 46953; phone 765-668-4405.

Complainant's Rights & Responsibilities:

Complainants have the right to:

- a. File a complaint and proceed with a charge without being harassed, intimidated or retaliated against;
- b. Have an attorney present at any stage of the process;
- c. Know the current status of a complaint;
- d. Be informed in writing of any hearing relating to a complaint;
- e. Obtain a full remedy if discrimination is determined; and,
- f. Be informed of the City of Washington's determination(s).

Complainant Responsibilities: Complainants have the following responsibilities regarding complaint(s) filed with the City of Marion with respect to alleged discriminatory actions by the Marion Transit System (MTS):

- a. To supply all relevant information, data or papers, including the names of all witnesses involved;
- b. To respond to all telephone calls from the staff and notify staff of address and telephone changes; and,
- c. To attend all meetings, hearings or fact-finding conferences.

Contact Information:

For information on civil rights plan and the procedures to file a complaint contact the Manager of the Marion Transit System (MTS), Jeff Edwards at 765-668-4405 and via TTD at (800) 743-3333; email: jedwards@cityofmarion.in.gov or visit our office at 520 East 6th Street, Marion, IN 46953. For information regarding MTS services visit the MTS website at:

<https://cityofmarion.in.gov/government/departments/transportation>