Title VI Complaint Procedure

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Miami County YMCA Transportation Program may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The Miami County YMCA Transportation Program investigates complaints received no more than 180 days after the alleged incident. The Miami County YMCA Transportation Program will only process claims that are complete.

Once the complaint is received, the Miami County YMCA Transportation Program will review it review it to determine if our office has jurisdiction. The complaint will receive an acknowledgement letter informing him/her whether the complaint will be investigated by our office.

The Miami County YMCA Transportation Program has 7 days to investigate the complaint. If more information is needed to resolve the case, The Miami County YMCA Transportation Program may contact the complainant. The complainant has 14 business days from the date of the acknowledgment 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 14 business days, the Miami County YMCA Transportation Program can administratively close the case. A case can also be closed if the complainant no longer choses to pursue the case.

After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: a closer 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. An LOF summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of a staff member, or other action will occur. If the complainant wishes to appeal the decision, he/she has 14 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 Ave. SE, Washington, DC 20590.

If information is needed in another language, please contact Stacy McBride at 765-472-1979 ext 213 or e-mail her at smcbride@mcymca.org.

If you believe that you have received discriminatory treatment by the Transit staff on the basis of race, color, or national origin you have the right to file a complaint with the YMCA Transit Director, Stacy McBride or Transit Manager Bethany Kepner.

Methods of filing a complaint:

Complete the Complaint Form, and send it to:

YMCA Transit 34 East 6th St Peru IN 46970

Verbal complaints are accepted and transcribed by **Transit Director**, **Stacy McBride**. To make a verbal complaint, call 765-472-1979 and ask for **Stacy McBride or Bethany Kepner**.

The YMCA Transit investigates complaints received no more than **180 days after** the alleged incident. **The Transit staff** will process complaints that are complete. Once the complaint is received, **the YMCA Transit** will

review it and the complainant will receive an acknowledgement letter informing them whether the complaint will be investigated by **the YMCA Transit Director**.

The YMCA Transit has up to **thirty days** to investigate the complaint. If more information is needed to resolve the case, the **YMCA Transit** may contact the complainant. The complainant has thirty days from the date of the letter to send requested information to the investigator assigned to the case.

If **the YMCA Transit**'s investigator is not contacted by the complainant or does not receive the additional Information within thirty days, **the YMCA Transit** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two letters will be issued 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 ten 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, at: Federal Transit Administration
Office of Civil Rights
1200 New Jersey Avenue SE
Washington, DC 20590

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

The YMCA Transit maintains a list of active investigations conducted by FTA and entities other than FTA, including lawsuits and complaints naming the YMCA Transit that allege discrimination on the basis of race, color, or national origin. This list includes the date that the transit-related Title VI investigation, lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint, and actions taken by the YMCA Transit in response, or final findings related to the investigation, lawsuit, or complaint.

As of the writing of this program, there have been zero complaints pending which allege discrimination on the grounds of race, color, or national origin, or any other form of discrimination.

Active Lawsuits, Complaints or Inquiries Alleging Discrimination

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Type				
(Investigation,				
Lawsuit,				Action(s)
Complaint)	Date	Summary of Complaint	Status	Taken
<mark>none</mark>		None None		