



## Appendix H

# Title VI Complaint Procedure

AEOA/Arrowhead Transit is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, or national origin by AEOA/Arrowhead Transit, providing programs and services in the counties of Aitkin, Carlton, Chisago, Cook, Isanti, Itasca, Koochiching, Lake, Pine and St. Louis, (hereinafter referred to as "AEOA/Arrowhead Transit"), may file a Title VI complaint by completing and submitting AEOA/Arrowhead Title VI Complaint Form. Alternative formats are available upon request. AEOA/Arrowhead Transit investigates complaints received no more than 180 days after the alleged incident. AEOA/Arrowhead Transit will process complaints that are complete.

Once the complaint is received, AEOA/Arrowhead Transit will review it to determine if our office has jurisdiction or if the complaint will be handled by MnDOT OTAT Compliance Coordinator and/or MnDOT Office of Civil Rights Title VI Coordinator. The complainant will receive written acknowledgement informing her/him that the complaint has been received and who will be handling.

AEOA/Arrowhead Transit and/or MnDOT, has 30 days to investigate the complaint. If more information is needed to resolve the case, AEOA/Arrowhead Transit and/or MnDOT, may contact the complainant. The complainant has 15 business days from the date of the written notification 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 10 business days, AEOA/Arrowhead Transit and/or MnDOT 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, she/he will issue one of two written documentations 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. An 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 15 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with MnDOT, Office of Transit and Active Transportation, ATTN: Compliance Coordinator at 395 John Ireland Blvd., MS 430, St. Paul, MN 55155-1899 or email complaint form to [jean.meyer@state.mn.us](mailto:jean.meyer@state.mn.us). As an alternate, a person may file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.