

## **Nondiscrimination Complaint Procedure**

[*Name of Subrecipient/Transit Provider*] policies and procedures have been designed and implemented in accordance with applicable federal and state nondiscrimination statutes and regulations. The following process has been established to provide for the orderly and timely resolution of any complaints alleging discrimination.

The [*Title of Position Responsible for Title VI Compliance*] will make him/her known to all office and program managers with the [*Name of Subrecipient/Transit Provider*] and, with the assistance of these managers, will attempt to resolve all Civil Rights complaints arising from [*Name of Subrecipient/Transit Provider*] activities.

In addition, the [*Title of Position Responsible for Title VI Compliance*] will make periodic visits to any locations and/or areas determined to be problematic in an attempt to alleviate any problems in advance of a complaint.

The following complaint procedures are applicable to all [*Name of Subrecipient/Transit Provider*] program areas:

1. Any person or group claiming to be aggrieved by an unlawful discriminatory practice based on race, color, national origin, sex, age or disability may by himself/herself or through his/her legally authorized representative, make and sign a complaint and should file such complaint with the [*Name of Subrecipient/Transit Provider*] within 180 calendar days following the date of the alleged discriminatory action. All complaints will be filed with the [*Name of Subrecipient/Transit Provider*] [*Title of Position Responsible for Title VI Compliance*] who will evaluate the complaint and gather additional information from the complainant if necessary. The appropriate program area manager will be notified of the complaint.
2. [*Title of Position Responsible for Title VI Compliance*] or designee has XX calendar days to conduct an investigation of the allegations and prepare preliminary findings. [*Title of Position Responsible for Title VI Compliance*] or designee may refer the matter to the appropriate program area to make every reasonable effort to resolve the complaint as quickly as possible or attempt informal resolution through other methods.
3. All complaints that cannot be quickly (within 30 calendar days from the preliminary findings being issued) resolved will be reviewed by a committee consisting of the Chief Executive Officer of [*Name of Subrecipient/Transit Provider*] or his or her designee, the [*Title of Position Responsible for Title VI Compliance*] and the program manager involved. The committee will hold an informal hearing with the complainant seeking resolution and will render a decision regarding the complaint within 15 working days of the hearing.
4. When the [*Name of Subrecipient/Transit Provider*] arrives upon a final decision regarding the complaint filed with the [*Name of Subrecipient/Transit Provider*], it will

notify the complainant in writing of the decision and of the complainant's rights, if dissatisfied with the decision, to bring the matter to the attention of the South Dakota Department of Transportation, Civil Rights Program. The *[Name of Subrecipient/Transit Provider]* will advise the complainant of the name and address of the agency and/or individual to contact.

5. The *[Name of Subrecipient/Transit Provider]* will provide the South Dakota Department of Transportation, Civil Rights Program with a copy of the complaint along with any investigatory report within 60 calendar days of the filing of the complaint. The *[Name of Subrecipient/Transit Provider]* will also furnish the South Dakota Department of Transportation, Civil Rights Program a report indicating final disposition of the complaint within 5 working days of advising the complainant of the disposition.

The *[Name of Subrecipient/Transit Provider]*, acting through the *[Title of Position Responsible for Title VI Compliance]*, will expedite all discrimination complaints filed by individuals, business, group or institution. Information regarding the complaint process will be provided through *[Name of Subrecipient/Transit Provider]* publications, *[Name of Subrecipient/Transit Provider]* program activities, and individual personal contact with persons affected by *[Name of Subrecipient/Transit Provider]* activities.