

Complaint and Investigations Procedure

All complaints will be investigated promptly. Reasonable measures will be undertaken to preserve any information that is confidential. The Administration Staff will review every complaint, and when necessary, assign a neutral party to investigate.

Procedure for identifying and investigating the alleged complaint:

1. Identify and review all relevant documents, practices and procedures.
2. Identify and interview people with knowledge of Title VI violation.
 - a. The person making the complaint.
 - b. Witness or anyone identified by the complainant.
 - c. Anyone who may have been subject to similar activity, or anyone with relevant information.
3. Contact Community Transit of Watertown/Sisseton, Inc. (CTWSI) upon completion of the investigation.
4. A complete final report will be reviewed by the Board of Directors.
5. If a Title VI violation is found to exist, corrective steps as appropriate and necessary will be taken immediately.
6. The Complainant will also receive a final report together with any corrective steps taken.
7. The investigation process and final report should take no longer than sixty (60) calendar days.
8. If no violation is found and the complainant wishes to appeal the decision, he or she may appeal directly to the South Dakota Department of Transportation, Civil Rights Program.

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights, no later than 180 days after the date of the alleged discrimination, 1200 New Jersey Avenue SE, Washington DC, 20590 or call 888-446-4511.

The Compliance Officer shall maintain a log of Title VI complaints received. This log will include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by CTWSI in response to the complaint.

Should CTWSI receive a Title VI complaint in the form of a formal charge or lawsuit, a committee shall be established and will be responsible for the investigation and maintaining a log as described herein.