



# Southwestern Minnesota Opportunity Council, Inc.

1106 3<sup>rd</sup> Avenue  
P.O. Box 787  
Worthington, MN 56187

Telephone: 507-376-4195  
Fax: 507-376-3636  
TTY: 507-372-7279

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*“Strengthening our communities through opportunities and service”*

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## **Title VI Complaint Procedure**

### **Southwestern Minnesota Opportunity Council, Inc. ~ Prairieland Transit System**

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Southwestern Minnesota Opportunity Council, Inc. Prairieland Transit System (hereinafter referred to as “SMOC transit”) may file a Title VI complaint by completing and submitting the agency’s Title VI Complaint Form. SMOC transit investigates complaints received no more than 180 days after the alleged incident. SMOC transit will process complaints that are complete.

Once the complaint is received, SMOC transit 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.

SMOC transit has 30 days to investigate the complaint. If more information is needed to resolve the case, SMOC transit may contact the complainant. The complainant has 30 business days from the date of the 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 30 business days, SMOC 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, she/he will issue one of two 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. 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 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, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.



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## Title VI Complaint Form

### Southwestern Minnesota Opportunity Council, Inc. ~ Prairieland Transit System

Prairieland Transit System is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by the Title VI of the Civil Rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require assistance in completing this form, please contact Prairieland Transit System’s Director by calling 507-376-3322 Ext 231. Return the completed form to: Southwestern Minnesota Opportunity Council, Inc., Prairieland Transit System, 1106 3<sup>rd</sup> Avenue, Worthington MN 56187.

Contact Information	
Name:	Phone:
Address:	Alternate phone:
Person(s) discriminated against (if someone other than the complainant):	
Name(s):	
Address:	
Complaint	
Please describe the alleged discrimination incident on back of this form.	
Which of the following best describes the reason for the alleged discrimination that took place: Race  Color  National Origin (Limited English Proficiency)	Date of Incident:
<b>Have you filed a complaint with any other federal, state or local agencies?</b> Yes    No	
If yes, please complete the information below:	
Agency: _____	Contact Name: _____
Address: _____	
Agency: _____	Contact Name: _____
Address: _____	