

NEICAC Public Transportation-Title VI Complaint Process

Any person who believes that he or she has been subjected to discrimination on the basis of race, color, or national origin with regard to any public transit service provided by NEICAC may request additional information from the Chief Operations Officer (563-387-4916) of Northeast Iowa Community Action Corporation, PO Box 487, Decorah, IA 52101. If information is needed in another language, then contact 563-382-8436. For those with hearing or speech disabilities, contact Relay Iowa 711. You can also find further information at the Federal Transit Administration web site: <https://www.transit.dot.gov/title6>.

Complaint Process

NEICAC is committed to a policy of non-discrimination in the conduct of its business, including its Title VI responsibilities, and to the delivery of equitable and accessible transportation services. NEICAC recognizes its responsibilities to the communities in which it operates and to the society it serves. It is NEICAC's policy to utilize its best efforts to assure that no person shall, on the grounds of race, color, or national origin or be excluded from participation in, be denied the benefits of, or be subjected to discrimination under its program of transit service delivery and related benefits. Any person who believes that he or she has been subjected to discrimination under Title VI may file a Title VI complaint with NEICAC within 180 days of the date of the alleged discrimination.

How to file a complaint

Complaints may be filed with NEICAC in writing, by email or by phone. A Complaint Form is available at [Discrimination-Complaint-Form](#). Complaints must include the complainant's name, address, and telephone number, and should specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color, or national origin English proficiency. Complaint forms can be mailed to: Chief Operations Officer Northeast Iowa Community Action Corp. PO Box 487 Decorah IA 52101 Complaints may also be sent via email to: kschmelzer@neicac.org or by phone by calling 563-382-8436 and asking for the Chief Operations Officer. For individuals with Limited English Proficiency, interpretation or translation services can be offered by contacting 563-382-8436.

What Happens to My Title VI Complaint?

Once a complaint is received, it will be reviewed by the Chief Operations Officer. NEICAC will send the complainant an acknowledgement letter within 10 days of receipt. In instances where additional information is needed, the Chief Operations Officer will contact the complainant. The failure of the complainant to provide the requested information within 15 days may result in the administrative closure of the complaint or a delay in complaint resolution. The case can be administratively closed also if the complainant no longer wishes to pursue their case.

Based upon receipt of all the information required, NEICAC will use its best efforts to investigate and respond to a Title VI complaint within sixty calendar days of its receipt of such complaint. The Chief Operations Officer will review and investigate every complaint promptly. Reasonable measures will be undertaken to preserve any information that is confidential.

Upon completion of the investigation, the Chief Operations Officer will issue one or two letters of the complaint: a closure letter or a letter of finding. A closure letter summarizes the allegations and states

there was not a Title VI violation, and the case will be closed. If a Title VI violation is found to exist, a letter of finding will be issued and will summarize the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff members, or other action will occur.

If the complainant is dissatisfied with the resolution of the complaint by NEICAC, the same complaint may subsequently be submitted to the Office of Employee Services-Civil Rights for investigation at the following address.

Iowa Department of Transportation

Civil Rights Bureau
800 Lincoln Way, Ames, IA 50010
Phone: 515-239-1304
Email: civil.rights@iowadot.us

Complaints may also be filed with the following two organizations:

Iowa Civil Rights Commission
400 East 14th Street
Des Moines, IA 50319-1004

Or call

515-281-4121
800-457-4416

Or complaints may be filed directly with the Federal Transit Administration by completing the **FTA Online Civil Rights Complaint Form** and uploading any supporting documents. You can also contact the FTA's toll-free civil rights hotline at (888) 446-4511.

Federal Transit Administration
East Building, 5th Floor - TCR
1200 New Jersey Ave., SE
Washington, DC 20590
Phone: 816-329-3770