

APPENDIX 3

Title VI Complaint and Investigation Procedures

Important Notice:

If you have a general complaint or concern, please fill out one of our Feedback Forms or email us.
This form is for complaints based on the grounds of discrimination, as outlined, ONLY.

These procedures cover all complaints under Title VI of the Civil Rights Act of 1964, for alleged discrimination in any program or activity administered by the Northern Indiana Commuter Transportation District (NICTD). The complaint and investigation procedures are administered by NICTD.

Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under Title VI and the related statutes may file a complaint, completing the complaint form to the following address:

NICTD's Office of Civil Rights Compliance
503 North Carroll Avenue
Michigan City, IN 46360
219-926-5744

The following measures will be taken to resolve Title VI complaints:

1. A formal complaint must be filed within one hundred eighty (180) days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating person, basis of complaint (race, color, national origin) and the date of the alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany each complaint.
2. In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to the NICTD's Office of Civil Rights Compliance. Under these circumstances, the complainant will be interviewed, and the NICTD's Office of Civil Rights Compliance will assist the Complainant in converting the verbal allegations to writing.
3. When a complaint is received by NICTD's Office of Civil Rights Compliance, it will be logged into the Title VI database and submitted to the Title VI Coordinator who will then provide written acknowledgement to the Complainant, within ten (10) business days by registered mail.
4. If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided thirty (30) business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5. Within seven (7) calendar days from receipt of a complete complaint, the Title VI Coordinator will determine whether the complaint has sufficient merit to warrant investigation as a Title VI complaint and within five (5) business days of this decision, NICTD will notify the Complainant, by registered mail, that it will either pursue or not a Title VI investigation. If the decision is not to investigate as a Title VI complaint, the notification shall specifically state the reason for the decision.
6. If the complaint has investigative merit a complete investigation will be conducted following the due process requirements of NICTD's labor agreements, and an investigative report will be completed within sixty (60) days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, a finding with recommendations for remedial steps as appropriate and necessary. The remedial steps, if any, will be implemented as soon as practicable. The Complainant will receive a copy of the final report together with any remedial steps.
7. If no violation is found and the Complainant wishes to appeal the decision, he or she may appeal directly to the General Manager of NICTD, 33 East US Highway 12, Chesterton, IN 46304.
8. Complaints may also be filed with the Federal Transit Administrations, Office of Civil Rights, no later than one hundred eighty (180) days after the date of the alleged discrimination, at Federal Transit Administration Office of Civil Rights, East Building 4th Floor, 1200 New Jersey Ave SE, Washington DC 20590.
9. The NICTD Title VI Coordinator shall maintain a log of Title VI complaints received from this process. The log shall include the date the complaint was filed; a summary of the allegations; the status of the complaint; and actions taken by NICTD in response to the complaint. Should NICTD receive a Title VI complaint in the form of a formal charge or lawsuit, the Title VI Coordinator shall be responsible for the investigation and maintaining a log as described above.