

Title VI Complaint Procedure:

Title VI of the Civil Rights Act of 1964 as amended prohibits discrimination on the basis of race, color and national origin for programs and activities receiving federal financial assistance. As a recipient of federal financial assistance, the Greater Peoria Mass Transit District (GPMTD) has in place the following complaint procedure.

1. Any person who believes that he or she, or any specific class of persons, has been subjected to discrimination or retaliation by GPMTD's administration of federally funded programs, as prohibited by Title VI of the Civil Rights Act of 1964, as amended, and related statutes, may file a written complaint. GPMTD investigates complaints received no more than 180 days after the alleged incident.

All written complaints received by the GPMTD shall be referred immediately to the GPMTD Title VI Officer.

Written complaints shall be sent to:

**Greater Peoria Mass Transit District
Attention: Title VI Officer
2105 NE Jefferson Avenue
Peoria, IL 61603**

2. Verbal and non-written complaints received by GPMTD shall be resolved informally by the GPMTD Title VI Officer. If the issue has not been satisfactorily resolved through informal means, or if at any time the complainant requests to file a formal written complaint, the Complainant shall be permitted to do so, and the complaint shall follow the process for written complaints.
3. The GPMTD Title VI Officer will advise the GPMTD General Manager within ten (10) calendar days of receipt of the complaint(s). The following information will be included in every notification to the General Manager:
 - Name, address, and phone number of the complainant
 - Basis of complaint
 - Date of alleged discriminatory act(s)
 - Date complaint received by GPMTD
 - A statement of the complaint
 - Other agencies (local, state, or Federal) where the complaint has been filed
 - An explanation of the actions GPMTD has taken or proposed to resolve the allegation(s) raised in the complaint
4. Within thirty (30) calendar days of receipt of the complaint(s), the GPMTD Title VI Officer will acknowledge receipt of the complaint(s), inform the complainant of proposed action to process the complaint(s), and advise the complainant of other avenues.

5. Within one-hundred twenty (120) calendar days of receipt of the complaint(s), the Title VI Officer will conduct and complete a full investigation of the complaint(s) and, based on the information obtained, will render a recommendation for action in a report of findings to the GPMTD General Manager. A resolution with no actions will be recommended if the complaint is found not valid or questionable.
6. Within thirty days (30) calendar days of the completion of the full investigation (one-hundred fifty (150) calendar days since the original receipt of the complaint(s)), the GPMTD Title VI Officer will notify the complainant in writing of the final decision reached. The notification will advise the complainant of his or her right to submit a request for reconsideration within thirty (30) calendar days from the date of the notice of disposition is issued. Appeals will be reviewed within thirty (30) calendar days from the dated request for reconsideration. The GPMTD General Manager will review the appeal.
7. The GPMTD Title VI Officer will maintain a log of all verbal and non-written complaints received. The log will include the following information:
 - Name of complainant
 - Name of respondent
 - Basis of complaint
 - Date complaint received
 - Explanation of the actions GPMTD has taken or proposed to resolve the issue raised in the complaint
8. A person may also file a complaint directly with the Federal Transit Administration at:
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Avenue SE
Washington, DC, 20590

The GPMTD General Manager and Title VI Officer will conduct a quarterly review of all Title VI complaints received at GPMTD. Corrective actions taken at the time of each resolution will be reviewed in these quarterly sessions. The Title VI Officer may waive the requirement of a quarterly meeting if no complaint or corrective action has been taken in the closing quarter.
