

## **ATTACHMENT B SOUTH LANE WHEELS COMPLAINT PROCEDURES**

These procedures apply to all complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program or activity administered by South Lane Wheels (SLW) or its sub-recipients, consultants and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

These procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and the Title VI Administrator may be utilized for resolution, at any stage of the process. The Title VI Administrator will make every effort to pursue a resolution of the complaint. Initial interviews with the complainant and the respondent will request information regarding specifically requested relief and settlement opportunities.

### **Procedures.**

1. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited by Title VI nondiscrimination provisions may file a written complaint within **180 calendar days** of the alleged occurrence or when the alleged discrimination became known to the complainant. The complaint must meet the following requirements:

- Complaint shall be in writing and signed by the complainant(s).
- Include the date of the alleged act of discrimination (date when the complainant(s) became aware of the alleged discrimination; or the date on which that conduct was discontinued or the latest instance of the conduct).
- Present a detailed description of the issues, including names and job titles of those individual perceived as parties in the complained-of incident.
- Allegations received by fax or e-mail will be acknowledged and processed, once the identity(ies) of the complainant(s) and the intent to proceed with the complaint have been established.
- The complainant is required to mail a signed, original copy of the fax or e-mail transmittal for SLW to be able to process it.
- Allegations received by telephone will be reduced to writing and

provided to complainant for confirmation or revision before processing.

- A complaint form will be forwarded to the complainant for him/her to complete, sign, and return to South Lane Wheels for processing.
- Log complaint on the Title VI Investigations, Complaints, Lawsuits form

2. Upon receipt of the complaint, the SLW Title VI Administrator will determine its jurisdiction, acceptability, and need for additional information, as well as investigate the merit of the complaint. In cases where the complaint is against one of SLW sub-recipients of Federal funds, SLW will assume jurisdiction and will investigate and adjudicate the case. Complaints against SLW will be referred to the Oregon Department of Transportation, Office of Intermodal Civil Rights, for proper disposition pursuant to their procedures.

3. In order to be accepted, a complaint must meet the following criteria:

- The complaint must be filed within **180** calendar days of the alleged occurrence or when the alleged discrimination became known to the complainant.
- The allegation(s) must involve a covered basis such as race, color, or national origin.
- The allegation(s) must involve a program or activity of a Federal-aid recipient, sub-recipient, or contractor.

4. A complaint may be dismissed for the following reasons:

- The complainant requests the withdrawal of the complaint.
- The complainant fails to respond to requests for additional information needed to process the complaint.
- The complainant cannot be located after reasonable attempts.

5. Once SLW decides to accept the complaint for investigation, the complainant and the respondent will be notified in writing of such determination within **seven (7)** calendar days. The complaint will receive a case number on the logged entry in SLW's Title VI Investigations, Complaints, Lawsuits form identifying its basis and alleged merit.

6. In cases where SLW assumes the investigation of the complaint, SLW will provide the respondent with the opportunity to respond to the allegation(s) in writing. The respondent will have **ten (10)** calendar days from the date of SLW's written notification of acceptance of the complaint to furnish his/her response to the allegation(s).

7. SLW's final investigative report and a copy of the complaint will be forwarded to the Oregon Department of Transportation, Office of Intermodal Civil Rights, and affected parties within **sixty (60)** calendar days of the acceptance of the complaint.

8. SLW will notify the parties of its final decision.

9. If complainant is not satisfied with the results of the investigation of the alleged discrimination and practices the complainant will be advised of the right to appeal to the Federal Transit Administration, Office of Civil Rights.

At a minimum, the notice shall be posted in the following locations:

- On the agency's website
- In public areas of the agency's offices (reception desk, public meeting rooms, etc.).
- Inside vehicles (buses, vans, cars)
- In and around transit shelters
- In rider guides and bus schedules

## Attachment B

## Title VI Complaint Form

*Note: The following information is needed to assist in processing your complaint.*

### Complainant's Information:

Name: \_\_\_\_\_

Address: City/ \_\_\_\_\_

State/Zip: \_\_\_\_\_

Telephone Number (Home/Cell): \_\_\_\_\_

Telephone Number (Work): \_\_\_\_\_

### Person Discriminated Against (someone other than complainant):

Name: \_\_\_\_\_

Address: City/ \_\_\_\_\_

State/Zip: \_\_\_\_\_

Telephone Number (Home): \_\_\_\_\_

Telephone Number (Work): \_\_\_\_\_

### Which of the following best describes the reason you believe the discrimination took place:

Race/Color (Specify): \_\_\_\_\_ National Origin (Specify): \_\_\_\_\_

On what date(s) did the alleged discrimination take place? \_\_\_\_\_

Describe the alleged discrimination. Explain what happened and who you believe was responsible (if additional space is needed, add a sheet of paper)

**List name(s) and contact information of person(s) who may have knowledge of the alleged discrimination:**

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**Have you filed this complaint with any other federal, state, or local agency, or with a federal or state court? Check all that apply.**

Federal Court \_\_\_\_\_ Federal Agency \_\_\_\_\_  
State Court \_\_\_\_\_ State Agency \_\_\_\_\_  
Local Agency \_\_\_\_\_

**Please provide information about contact person at the agency/court where the complaint was filed.**

Name: \_\_\_\_\_  
Address: City/ \_\_\_\_\_  
State/Zip: \_\_\_\_\_  
Telephone Number (Work): \_\_\_\_\_

**Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.**

Complainant Signature \_\_\_\_\_ Date \_\_\_\_\_

**Attachments:** Yes \_\_\_\_\_ No \_\_\_\_\_

**Submit form and any additional information to:**

South Lane Wheels  
Title VI Administrator  
1450 Birch Avenue  
Cottage Grove, Oregon 97424  
Phone:(541) 942-0456  
Fax: (541) 942-9691