

WICHITA TRANSIT POLICIES AND PROCEDURES

Date Adopted: May 1, 2013

Procedure No. 1.18

Subject: **Discrimination Complaint Procedure**

Supersedes: NEW

PURPOSE:

Wichita Transit, a recipient of federal funds for programs, is committed to ensuring that no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination in the Wichita Transit's programs, services, or activities on the basis of race, color, national origin, sex, age or disability.

In order to comply with Federal Transit Administration's requirements and guidelines, as a recipient of federal funds, Wichita Transit (WT) must develop procedures for investigating and tracking discrimination complaints filed, and make procedures for filing a complaint available to members of the public.

RESPONSIBILITIES:

Any person, who believes he or she has been discriminated against, may file a discrimination complaint. WT investigates complaints received no more than 180 days after the alleged incident.

PROCEDURE:

Once the complaint is received, WT will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgment letter informing her/him whether or not the complaint will be investigated by our office.

WT has 60 business days to investigate the complaint. If more information is needed to resolve the case, WT may contact the complainant. The complainant has 15 business days from the date of the letter to send the 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 15 business days, WT can administratively close the case. A case can also be administratively closed if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, he/she will issue one of two letters to the complainant: 1) a closure letter or 2) a letter of finding. A closure letter summarizes the allegations and states that there was not a civil rights violation and that the case will be closed. A letter of finding summarizes the allegations and the interviews regarding the alleged incident and explains whether or not any remedial action will occur. If the complainant wishes to appeal the decision, he/she has 30 days after the date of either letter to do so.

A complainant may also file a complaint directly with the Federal Transit Administration:

Office of Civil Rights
Attention: Title VI Program Coordinator
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590