

Complaint Procedure

The **ADRC of NW WI's** Complaint Procedure is made available in the following locations:

- ✓ Agency website, either as a reference in the *Notice of Nondiscrimination* or in its entirety
 - ✓ Agency office (transportation office)
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Any person who believes they've been discriminated against on the basis of race, color, national origin, disability, sex, age, religion, income status, or limited English proficient (LEP) by the **ADRC of NW WI** may file a complaint by completing and submitting the **ADRC of NW WI's** Complaint Form.

The Complaint Form may also be used to submit general complaints to the **ADRC of NW WI**.

The **ADRC of NW WI** investigates complaints received no more than **180** calendar days after the alleged incident. The **ADRC of NW WI** will process complaints that are complete.

Once the complaint is received, the **ADRC of NW WI** will review the complaint and work to resolve the complaint informally, if possible.

If the complaint warrants a formal civil rights complaint process, the **ADRC of NW WI** will follow the steps listed in this complaint procedure. The **ADRC of NW WI** may also use this formal procedure to address general complaints. If the **ADRC of NW WI** determines it has jurisdiction the complainant will receive an acknowledgement letter stating the complaint will be investigated by the **ADRC of NW WI** as a civil rights complaint.

The **ADRC of NW WI** has **30** business days to investigate the civil rights complaint. If more information is needed to resolve the case, the **ADRC of NW WI** may contact the complainant.

The complainant has **10** business days from the date of the letter to send 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 **10** business days, the **ADRC of NW WI** can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, one of two (2) letters will be issued to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI or ADA violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, the complainant has **30** business days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact 877-485-2372.

Si se necesita informacion en otro idioma de contacto, 877-485-2372.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 877-485-2372.