

## **ST. JOSEPH TRANSIT (SJT)**

### **TITLE VI COMPLAINT PROCEDURE**

#### **1. Submission of Complaint.**

Any person who feels that he or she, individually or as a member of any class of persons, on the basis of race, color, or national origin has been excluded from or denied the benefits of, or subjected to discrimination caused by SJT may file a written complaint with SJT's General Manager. A sample complaint form may be downloaded from the SJT web site <http://www.stjoemo.info/transit/transit.cfm> or is available in hard copy from the (SJT) Administrative Building. Such complaints must be filed within 180 calendar days after the date the discrimination occurred. *Note: Upon request, assistance in the preparation of any necessary written material will be provided to a person or persons who are unable to read or write.* Complaints should be mailed to:

Title VI Administrator  
1100 Frederick Avenue, Suite 204  
St. Joseph, MO 64501

#### **2. Referral to Review Officer.**

Upon receipt of the complaint, the Title VI Administrator shall appoint one or more staff review officers, as appropriate, to evaluate and investigate the complaint, in consultation with an approved SJT Attorney. The Complainant shall meet with the staff review officer(s) to further explain his or her complaint. The staff review officer(s) shall complete their review no later than 45 calendar days after the date SJT received the complaint. If more time is required, SJT's Chairperson shall notify the Complainant of the estimated timeframe for completing the review. Upon completion of the review, the staff review officer(s) shall make a recommendation regarding the merit of the complaint and whether remedial actions are available to provide redress. Additionally, the staff review officer(s) may recommend improvements to SJT's processes relative to Title VI, as appropriate. The staff review officer(s) shall forward their recommendations to SJT's Title VI Administrator for concurrence. If SJT's Title VI Administrator concurs, he or she shall issue SJT's written response to the Complainant. *Note: Upon receipt of a complaint, SJT shall forward a copy of this complaint and the resulting written response to the appropriate MoDOT and FTA-Region 7 contacts.*

#### **3. Request for Reconsideration.**

If the Complainant disagrees with SJT's Title VI Administrator's response, he or she may request reconsideration by submitting the request, in writing, to SJT's Chairperson within 10 calendar days after receipt of SJT's Title VI Administrator's response. The request for reconsideration shall be sufficiently detailed to contain any items the Complainant feels were not fully understood by SJT's General Manager. SJT's Title VI Administrator will notify the Complainant of his or her decision either to accept or reject the request for reconsideration within 10 calendar days. In cases where SJT's Title VI Administrator agrees to reconsider, the matter shall be returned to the staff review officer(s) to re-evaluate in accordance with Paragraph 2 above.

#### **4. Appeal.**

If the request for reconsideration is denied, the Complainant may appeal SJT's Title VI Administrator's response by submitting a written appeal no later than 10 calendar days after receipt of SJT's Title VI Administrator's written decision rejecting reconsideration.

#### **5. Submission of Complaint to the State of Missouri Department of Transportation.**

If the Complainant is dissatisfied with SJT's resolution of the complaint, he or she may also submit a written complaint within 180 days after the alleged date of discrimination to the State of Missouri Department of Transportation for investigation.

MoDOT Office of External Civil Rights  
External Civil Rights Administrator  
PO Box 270  
Jefferson City, MO 65102