

## **RICHLAND COUNTY TRANSIT BOARD COMPLAINT PROCESS AND PROCEDURES**

**PURPOSE:** These procedures cover all complaints filed under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, for alleged discrimination in any program or activity administered by the Richland County Transit Board (RCTB). The procedures also pertain to any complaints in conjunction with the RCTB's Disadvantaged Business Enterprise (DBE) program and RCTB's Limited English Proficiency (LEP) Plan.

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. 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 a representative of the RCTB will be utilized for resolution. Any individual, group of individuals, or entity that believes they have been subjected to discrimination prohibited under any of the above mentioned statutes or programs may file a written complaint to the following address:

**Complaint Resolution  
Richland County Transit Board  
19 N. Main St.  
Mansfield, OH 44902  
Phone: (419) 774-6396**

The following measures will be taken to resolve complaints:

- 1.) A formal complaint must be filed within 180 days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the complainant's name, address and telephone number; name of alleged discriminating person, basis of complaint (race, color, national origin, sex, disability, age, DBE), and the date of alleged act(s). A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints.
- 2.) In the case where a complainant is unable or incapable of providing a written statement, a verbal complaint may be made by calling the phone number shown above. Under these circumstances, the complainant will be interviewed, and assisted in converting the verbal allegations to writing.
- 3.) When a complaint is received, a written acknowledgment will be provided to the complainant, within ten (10) days by registered mail.
- 4.) If a complaint is deemed incomplete, additional information will be requested, and the complainant will be provided 60 business days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

RCTB COMPLAINT PROCESS and PROCEDURES – Page 2

- 5.) Within 15 business days from receipt of a complete complaint, the RCTB will determine its jurisdiction in pursuing the matter, and whether the complaint has sufficient merit to warrant investigation. Within five (5) days of this decision the complainant will be notified of such decision, by registered mail, informing them of the disposition.
  - a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.
  - b. If the complaint is to be investigated, the notification shall state the grounds of the RCTB's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting the investigator.
- 6.) When the RCTB does not have sufficient jurisdiction, the complaint will be referred to the appropriate State or Federal agency holding such jurisdiction.
- 7.) If the complaint has investigative merit, the RCTB will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the RCTB within sixty (60) days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.
- 8.) The RCTB will issue letters of finding to the complainant within ninety (90) days from receipt of the complaint. The RCTB shall make the final determination of appropriate resolution for all complaints
- 9.) If the complainant is dissatisfied with the RCTB's resolution of the complaint, he/she has the right to file a complaint with the:

**Departmental Office of Civil Rights  
U.S. Department of Transportation  
400 7th Street, S.W., Rm #10215, S-30  
Washington D.C. 20590**

**(202) 366-4648  
(202) 366-5992  
TTY Access: (202) 366-9696  
DC Relay: (202) 855-1000**

Adopted: June 23, 2008

Updated: January 17, 2024

# **RCTB Richland County Transit Board**

19 N. Main St.

419-774-5684

Mansfield, Ohio 44902

## TITLE VI Complaint Form

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

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Were you discriminated against because of:

\_\_\_\_\_ Race    \_\_\_\_\_ National origin    \_\_\_\_\_ Color

\_\_\_\_\_ Other - describe \_\_\_\_\_

Date of alleged incident: \_\_\_\_\_

Explain as clearly as possible what happened and how you were discriminated against. Indicate who was involved. Be sure to include the names and contact information of any witnesses. If more space is needed, please use additional sheets.

---

---

---

---

---

---

---

---

RCTB Title VI Complaint Form  
Page 2

Have you filed this complaint with any other Federal, State, or local agency; or with any Federal or State court? \_\_\_\_\_yes \_\_\_\_\_no

If yes, check all that apply:

\_\_\_\_\_ Federal agency    \_\_\_\_\_ Federal Court    \_\_\_\_\_ State agency

\_\_\_\_\_ State court    \_\_\_\_\_ Local Agency

Please provide contact information for a person at the agency / court where the complaint was filed.

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

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Please bring or mail this form to:

Jean Taddie, Title VI Coordinator  
Richland County Transit Board  
19 N. Main St.  
Mansfield, Ohio 44902

Use of this form is encouraged, but not required in order to submit a written complaint.